

# RAFFI GEVORGYAN

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## PROFESSIONAL SUMMARY

Recent B.S. Software Engineering graduate with experience in technical engineering, developer support, QA/UAT testing, API documentation, and technical troubleshooting. Strong foundation in C#/.NET, Python/Django, SQL/PostgreSQL, REST APIs, testing, and full-stack software projects. Experienced working across engineering, QA, product, support, and operations teams to validate integrations, document systems, resolve technical issues, and improve workflows.

## TECHNICAL SKILLS

**Languages:** C#, Python, TypeScript/JavaScript, SQL, Bash/CLI

**Backend:** ASP.NET Core Web API, Django, Django REST Framework, REST APIs, API integration

**Databases:** PostgreSQL, MySQL, relational modeling, normalization, indexing, query optimization

**Frontend:** Angular, TypeScript, HTML, CSS, responsive design, data visualization

**Testing & QA:** pytest, xUnit, unit/integration testing, API testing, mocked services, defect triage, UAT

**Cloud & DevOps:** AWS, EC2, S3, IAM, VPC, RDS, Docker, Docker Compose, Git, GitHub/GitLab, GitLab CI/CD

**Architecture:** OOP, SOLID, design patterns, microservices, service-oriented architecture, UML

**Tools:** Visual Studio, PyCharm, pgAdmin, Postman, Jira, Confluence, Salesforce, Zendesk

## PROJECTS

**Astral Intelligence | GitHub:** <https://github.com/nencraft/astral-intelligence>

*Python, Django, DRF, PostgreSQL, Angular, TypeScript, C#, ASP.NET Core, NASA NeoWs API, AI, Docker, AWS*

- Developed a full-stack astronomy intelligence platform that ingests NASA near-Earth object data, normalizes close-approach records in PostgreSQL, and generates source-grounded AI technical briefings.
- Implemented a C#/.NET scoring microservice that calculates an Astral Priority Score from object size, miss distance, relative velocity, hazard flag, and approach timing.

**Academic Planner Pro | GitHub:** <https://github.com/nencraft/academic-planner-pro>

*C#, .NET MAUI, SQLite, Android, xUnit*

- Built an Android academic planning app with SQLite persistence, authentication, password hashing, alerts, search, reports, and validation tests.
- Organized the app using Views, Services, Data, and Models layers with unit tests covering core validation and planning behavior.

## EDUCATION & CERTIFICATIONS

**Western Governors University** | B.S. Software Engineering | Apr 2024 - Apr 2026

**University of California, Los Angeles** | B.A. Political Science, Russian Studies | Jun 2018

**Certifications:** AWS Cloud Practitioner (Oct 2025); CompTIA Project+ (Sep 2025);

ITIL Foundation (May 2025); WGU Front-End Developer (Jun 2025)

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## **PROFESSIONAL EXPERIENCE**

### **Hanwha Qcells America | Customer Support Engineer | Irvine, CA | Jun 2023 – Sep 2024**

- Owned 20+ technical support cases weekly from intake through resolution, coordinating with internal teams, external partners, and subsidiary stakeholders.
- Reduced warranty claim turnaround time from approximately three weeks to same-day approvals by identifying workflow bottlenecks and collaborating with partner subsidiaries.
- Supported Salesforce support-platform implementation for 56 users by performing QA/UAT across 8 workflows, submitting 21 bug reports, validating fixes, tracking KPIs, and communicating rollout progress.
- Supported technical troubleshooting across 42 solar product SKUs/product lines, including PV modules, inverters, and related equipment.

### **A.G. Tax & Accounting | Business Operations Specialist | Glendale, CA | Jan 2022 – Jun 2023**

- Maintained IT infrastructure across 7 business systems/tools and 10+ devices, troubleshooting hardware, software, backup, and access issues to reduce downtime.
- Implemented weekly secure backup and document recovery procedures for critical business files, improving operational resilience and reducing risk of data loss.
- Supported annual/seasonal service delivery for approximately 1,200 clients by coordinating requirements, timelines, documentation, and communication.

### **Network Optix Inc. | Technical Engineer | Burbank, CA | Dec 2019 – Jan 2022**

- Authored developer-facing documentation for proprietary and open-source software, including REST API guides, SDK examples, Python/Bash code samples, diagrams, and troubleshooting content.
- Supported third-party developers building hardware/software integrations, helping validate API and SDK behavior, reproduce issues, and clarify technical requirements.
- Tested and verified hardware/software integrations built with company SDKs and APIs, publishing 60+ validated integration listings across 5 marketplace updates.
- Managed 3 internal/external knowledge bases and supported a major knowledge base migration, reporting progress, release-support status, and KPIs to product management weekly.

### **U.S. Army Reserve | Battalion Intelligence Officer | Los Angeles, CA | Jun 2018 – May 2022**

- Led intelligence and security operations for a 400+ soldier battalion, coordinating reporting, analysis, briefings, and operational planning.
- Managed 5–11 soldiers and coordinated security responsibilities across 4 personnel, evaluating performance and creating quarterly improvement plans.
- Coordinated with IT personnel to maintain and troubleshoot approximately \$55,000 in sensitive technical equipment in accordance with organizational standards.
- Honorable Discharge