

Elwin Moolakkattu

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PROFESSIONAL SUMMARY

Full-Stack Developer with a **B.A. Honours in Information Technology** and a **minor in Business Administration** from York University. Proven ability to build and deploy end-to-end web applications, from front-end development using **Laravel**, **Tailwind CSS**, **Livewire**, and **Alpine.js**, to back-end development with **Python** and **REST APIs**. Experienced in managing application infrastructure using **Docker** and **Kubernetes**, and skilled in implementing **CI/CD** pipelines within **Agile/SCRUM** teams. Dedicated to creating efficient, secure, and scalable solutions, with a focus on automation to enhance development workflows and application stability.

PROFESSIONAL EXPERIENCE

Rheem Canada

Warranty Administrator

Brampton, ON, Canada

April 2024 – December 2024

- Managed high-volume inbound customer support calls, improving service efficiency and reducing response times for up to 1500 monthly calls.
- Expanded service coverage by assisting Raypak pool heater support, increasing issue resolution speed.
- Orchestrated cross-functional collaboration between Finance, Raypak Support, Technical Support, and Logistics, resolving 95% of product delivery issues within 24 hours and enhancing customer satisfaction scores by 20%.
- Delivered exceptional customer service, enhancing overall customer satisfaction ratings.
- Implemented extensions and tools to streamline workflow for entire department, increasing efficiency by over 30%.
- Created organizational changes that reduced redundancies by 20%.

St. Mary's S.O.C.

Full-Stack Developer & DevOps

Mississauga, ON, Canada

January 2024 – April 2024

- Led the migration from Apache to Nginx, reducing server response time by 40% and improving security through SSL/TLS encryption.
- Modernized a legacy PHP website into a Laravel/Livewire stack, improving load time by 60% and enhancing user engagement.
- Implemented Docker containerization and Kubernetes orchestration, cutting deployment time from 2 hours to 10 minutes.
- Deployed stateless SSO and LDAP authentication, reducing user login issues by 50% and improving security compliance.
- Configured and maintained an enterprise-grade email server with spam filtering, reducing phishing risks by 30%.
- Collaborated with teams to diagnose and resolve performance bottlenecks, leveraging Grafana and Prometheus for system monitoring.
- Provided first-level support for existing electronic tools and automation workflows, ensuring quick issue resolution.
- Achievements: Integrated SSO, LDAP, and Nextcloud, enhancing collaboration and achieving 99.9% uptime while reducing page load times by 60% through optimized caching and load balancing.

Sweets From The Earth

Web Developer

Vaughan, ON, Canada

August 2023 – November 2023

- Developed responsive front-end applications with Laravel and Tailwind CSS, improving website load times by 50%.
- Provided 24/7 operational support and troubleshooting for Linux-based hosting environments, resolving critical incidents in a high-pressure setting.
- Built high-performance single-page websites with lazy loading, reducing initial load times by 40%.
- Developed a custom CMS with role-based access, reducing content update times from 1 hour to 10 minutes.

- Automated database seeding in Laravel, cutting testing setup time by 70%.
- Achievements: Introduced modern web technologies, significantly improving user engagement and simplifying content management for the business.

St. Mary's S.O.C.

Full-Stack Developer & System Administrator

Mississauga, ON, Canada

January 2020 – July 2023

- Designed and created RESTful APIs with Laravel and Livewire, enabling seamless communication between microservices.
- Built and maintained a high-availability web server infrastructure, utilizing reverse proxies, load balancing, and automated SSL certificate management
- Deployed microservices on Kubernetes, leveraging Helm charts and Prometheus monitoring for auto-scaling and observability.
- Utilized SQL and VBA to optimize data processing, streamline reports, and support internal decision-making.
- Led automation efforts, incorporating continuous integration and deployment (CI/CD) pipelines to enhance software reliability.
- Configured and optimized Nginx reverse proxies and Traefik Proxy services for better security and performance.
- Implemented system monitoring and incident alarm management using Grafana, and Prometheus to enhance uptime and performance monitoring.
- Increased server power efficiency by over 20% through optimizations, reducing power consumption from 240W to 180W.
- Achievements: Achieved 99.9% uptime, automated deployments, and started comprehensive documentation to foster knowledge sharing.

EDUCATION

York University

September 2016 – June 2021

Bachelor of Arts, Honours, Information Technology

- Specialized in database design, web development, network security, and server management.
- Developed expertise in SQL, MySQL, Oracle DBMS, Microsoft Access Java, PHP, HTML/CSS, and software development principles.
- Gained hands-on experience with version control tools, virtual machines, and containerization (Docker, Oracle VirtualBox).
- Studied enterprise systems (ERP, SCM, CRM, BI), project management methodologies, HCI, and IT security principles.

York University

September 2016 – June 2021

Minor, Business Administration

- Studied management, marketing, accounting, and finance.
- Developed skills in budgeting, investment analysis, and financial risk analysis.
- Learned to design effective marketing strategies, integrating business and technology insights.

SKILLS

Skills: ACLs, API Design, Automations, AWS, Bash, Business Analytics, C#, CI/CD, Cloud Computing, Data Mining, Data Structures, Docker, Excel/Numbers/Sheets, Firewall Management, Git, Grafana, HTML/CSS, JSON, Java, JavaScript, Jira, Kubernetes, Laravel, MATLAB, MailChimp, Microservices, Nginx, Node.js, NumPy, Pandas, PHP, PowerShell, PostgreSQL, Postman, Prometheus, Python, PyTorch, REST APIs, React.js, SAS, SEO, Shell, Software Development, Technical Writing, TensorFlow, UML Diagrams, Vue.js, Web Development, XML, YAML

Soft Skills: Cross-Team Collaboration and Communication, Critical Thinking, Data Administration, Data Modeling, Data Movement, Detail-Oriented, Group Problem Solving, Interpersonal Relationship Management, Technical Writing