

Akib Mulla

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Summary

Dynamic **Full Stack Web Developer** with **2.5+ years of experience** delivering scalable, user-focused web solutions, plus **1+ year of freelance work** across diverse industries. Proven ability to drive impactful projects from concept to deployment. Passionate about building modern, high-performance web applications using the latest technologies. Committed to continuous learning, agile collaboration, and delivering business-driven results.

Education

B.E. in Computer Engineering at Dr DY Patil School of Engineering and Technology - April 2022

Diploma in Computer Engineering at SPM Polytechnic - April 2019

Professional Experience

Associate Software Developer - NextBridge IT Solutions, Pune

August 2022 - Present

- Developing custom widgets and web applications, enhancing customer satisfaction and improving user experience.
- Designing intuitive graphical user interfaces using **HTML, CSS, JavaScript, React.js, Material UI, and Bootstrap**, with state management through **Redux**.
- Implementing **server-side programming** with **Java** and **Node.js**, and managed databases using **MySQL**, to build robust and scalable applications.
- Utilizing DevOps tools like **GIT** for version control and efficient code management.

Projects

• Complaint Management System

Implemented CMS with defined roles for Quality Assurance, users, and administrators. Integrated with core banking, SMS, and email for notifications, the system supports ticket management, reporting, and authentication. This streamlined complaint resolution and improved user satisfaction.

• CX Dashboard

Designed and developed a customized, real-time reporting solution called the CX Dashboard, specifically tailored for Contact Center operations. The tool provided critical insights into performance metrics, enabling managers to monitor and optimize call center efficiency, improve customer satisfaction, and make data-driven decisions in real-time

• SBC CDR Reporting Tool

It offers a comprehensive data management and analysis solution, featuring an Admin Dashboard, Historical Reports, and User Registration capabilities. These tools empower admins and supervisors with real-time insights and detailed historical data, facilitating informed decision-making and improving operational efficiency.

• Call Action Widget

In Avaya Workspace, a custom widget lets agents select a language, choose reasons, and add notes during a Call/Email/Chat interaction. These inputs, along with interaction details, are saved in a database. Agents can also access customer details and history for a complete view of interactions.

Skills

Programming Languages : HTML, CSS, Javascript, Java.

Technologies/Frameworks : ReactJS, AngularJS, NodeJS, TailwindCSS, Bootstrap, Material UI.

Databases : MySQL, MongoDB.

Developer Tools : VSCode, Eclipse, PyCharm, Android Studio

Awards

Best Employee of the Quarter Award

December 2022

Achieved Best employee of the Quarter Award for outstanding contribution and exceptional performance.