ABDULLAH AWAIS

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PROFESSIONAL EXPERIENCE

Technical Support Engineer, *FUTURETEC*   09/2025 – Present
- Provided technical support to internal and external customers, resolving   Kuwait City, Kuwait
  software and hardware issues
- Resolved **20+** daily tickets, ensuring minimal downtime and high
  customer satisfaction
- Collaborated with developers to escalate and track bugs, reducing
  recurring issues by **10%**
- Performed root cause analysis and recommended process
  improvements to shorten resolution time.

Software Intern, *Green Torque*   06/2024 – 07/2024
- Handled the various aspects of the end-to-end software development   Farwaniya, Kuwait
  life-cycle
- Developed parts of the UI, using React and Redux, which led to an
  increase in customer retention by **14%**
- Debugged **7** bugs in the backend, speeding up the response time by **5%**

SKILLS

Languages
Java, Javascript, C++, HTML, CSS, SQL

Frameworks &Technologies
ReactJs, Redux, NodeJs, ExpressJS, GraphQL,
Git, Linux, AWS, Jenkins

Database systems &Tools
MongoDB, Mongoose, MySQL, Prisma, TypeORM

PROJECTS

Ecommerce Application, *ReactJs, NodeJs, Express, MongoDB, Redux* ⧉
- Built a full-stack e-commerce platform using MERN, Redux Toolkit, and JWT-based authentication.
- Implemented registration, login/logout, and role-based access control with HTTP-only cookies.
- Developed a dynamic product management system with Cloudinary image uploads and payment
  integration using paypal
- Designed a Mongoose database schema and created a RESTful API in Express.js
- Built a responsive React frontend with protected routing and seamless Axios integration for
  backend communication.

Instachat, *ReactJs, NodeJs, Express, MongoDB, Mongoose, Socket.io*
- Built a real-time social media web application.
- Integrated chat feature using WebSockets with Socket.IO.
- Implemented protected routes ensuring only verified users access protected pages.
- Designed various mongoose models for storing different components into db.
- used Redux store for React state management (helped reduce **10%** lines of code)

EDUCATION

Bachelor of Technology Computer Engineering,   2021 – 2025
Aligarh Muslim University, India
CPI - 8.5/10