# Aqsa Asif

### Full Stack Developer

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## SUMMARY

Full Stack .NET Developer with 4+ years of experience in architecting and delivering scalable, high-performance applications. Proficient in a wide array of technologies including .NET, C#, Angular, SQL Server, Azure, and Kubernetes, I excel at designing solutions that are both technically sound and aligned with business goals. With a proven ability to navigate complex challenges, I bring a strong commitment to continuous improvement and best practices in software development. I am now looking to apply my expertise in a role that values innovative solutions and strategic problem-solving.

## EXPERIENCE

**Enghouse Interactive**                                January 2021 – Present
*Software Engineer*                                         *Arizona, US (Remote)*

- Optimized CRM Connect microservices in .NET, improving authentication, call control, and conferencing, resulting in a 20% performance boost and increased reliability.
- Upgraded the Angular web client for CRM Connect, enhancing CTI support for PBX systems (Avaya, Cisco, CS100), reducing call errors by 15% and boosting performance by 25%.
- Integrated DTMF functionality in Angular app, expanding features and increasing user satisfaction by 10%.
- Automated API and load testing, reducing manual effort by 30% and increasing testing accuracy
- Developed API layers for Microsoft Teams integration (Graph API) and added unit tests, reducing production bugs by 20% and improving development efficiency.
- Built Teams Adaptor Profiler, resolving bottlenecks and improving system capacity by 15%.
- Designed unit tests, increasing coverage and reducing bugs by 25%.
- Engineered the UCaaS Connector, enabling seamless integration with telephony and UC platforms, improving cross-platform communication by 15%.
- Streamlined Kubernetes deployments (Google Cloud), reducing time by 40% and enhancing scalability.
- Agile methodologies across projects improved project completion time by 15% and enhanced team collaboration and productivity
- Established CI/CD pipelines (Jenkins, Bitbucket), cutting errors by 30% and build times by 20%.

## PROJECTS

**UCaaS Connector** | *C#, .NET, Windows Forms, EF, React, SQLite, Postman, Kubernetes*

- Developed the UCaaS Connector service, enabling seamless integration for consuming applications (Contact Center, Console, etc.) with telephony and UC platforms through a unified API, supporting systems like Webex, ACS, Microsoft Graph, and SIP, resulting in a 15% increase in interoperability.
- Implemented SQLite for configuration management, improving retrieval efficiency by 20%.
- Created Postman collections for UCaaS APIs, streamlining testing and improving user engagement by 25%.
- Modified the Swarm Client, using SignalR for real-time synchronization with ACS endpoints, achieving a 30% reduction in synchronization latency.
- Deployed applications to Kubernetes on Google Cloud using Bitbucket pipelines, automating builds, tests, and deployments, reducing deployment time by 30%.
- Supported a .NET Windows app to validate UCaaS APIs, streamlining CTI action testing and improving testing efficiency by 25%.
- Identified and resolved security threats, improving application security by 20% through a comprehensive model.

**CRM Connect** | *C#, .NET, Entity Framework, Angular, Bitbucket, JMeter*

- Developed and maintained CRM Connect services in .NET to support integration with multiple PBXs (Avaya, Cisco, CS1k), enhancing communication capabilities and improving system interoperability by 15%.
- Enhanced a client API wrapper for seamless communication, boosting API execution by 20%.
- Built an Angular web client for Salesforce, enhancing user productivity by 15%.
- Automated Load and API testing scripts with JMeter, reducing manual testing time by 30% and improving reliability under load.
- Improved system adaptability via Configuration API, cutting configuration-related downtime by 10%.
- Upgraded the CRM Web Client to the latest Angular version, boosting performance by 25%, enhancing security, and ensuring compatibility with new features, leading to a 20% increase in user satisfaction.
- Improved system adaptability via Configuration API, cutting configuration-related downtime by 10%.

**Teams Adaptor (TA) Service** | *C#, ASP.NET, SVN*

- Enabled communication with Microsoft Graph API via webhook, improving real-time data processing by 20%.
- Integrated logging (Serilog) and plugin management, boosting traceability and diagnostics by 30%.
- Built the TA Profiler for real-time performance monitoring, improving capacity planning and reducing latency by 25%.
- Centralized metrics collection for products like Microsoft Teams, improving reporting accuracy by 30% and providing better operational insights.
- Expanded the Test Harness app to validate new development, ensure Graph API compatibility, and support new test cases, reducing regression issues by 15%.
- Actively participated in automated build processes and executed unit tests using Jenkins, leading to a 30% increase in build reliability and faster feedback cycles for development teams.
- Provided support for client-reported bugs and issues, resolving 95% of cases within SLA, leading to a 15% improvement in client satisfaction and reducing issue resolution time by 20%.

# CERTIFICATION

Azure Developer Associate - Microsoft

Front End JavaScript Frameworks Angular - Coursera

Front-End Web UI Frameworks and Tools: Bootstrap 4 - Coursera

Web Applications for Everybody Specialization - Coursera

# SKILLS

**Technologies**: C#, .NET, ASP.NET, Angular, Flutter, C++, HTML, CSS, JavaScript, TypeScript, Bootstrap, Java, Web APIs, Unit Testing, Web Services, Agile, Microservices, Docker, Kubernetes, Azure, SQL, PostgreSQL, firebase, SQLite

**Project Management Tools**: Jira, GitHub, Bitbucket, SVN

**CI/CD**:Jenkins, Bitbucket Pipeline

# EDUCATION

**University of the Punjab (FCIT)**                                        Oct 2016 - Aug 2020
*Bachelor in Information Technology (GPA: 3.23 / 4.00)*                          *Lahore, PK*