GHAZANFAR KHAN

Karachi, Pakistan | ghazanfarkhan.github.io | +92 23242177291 | linkedin.com/in/muhammadghazanfarkhan

Full-Stack Software Engineer with deep technical expertise and 8+ years of experience delivering high-quality software applications in fast-paced environments. Expert in both frontend and backend development Proven ability to lead end-to-end product development in IT, SaaS, and Consumer Tech, with a strong focus on performance, usability, and maintainability.

CAREER ACCOMPLISHMENTS:
- Successfully migrated legacy call center solutions to modern web-based applications at IBEX, agents can take live calls, and doing sales seamlessly in browser. Achieving great performance and generating more sales.
- Develop Preview Dialing application to manage customer leads and lifecycle flows. Integrated with difference providers such as HubSpot and Salesforce etc.
- Develop cx applications for getting customers feedback in the form of email and mobile surveys, managing responses of automobile industry at IBEX. Develop rich dashboards and insights for business users to manage and take better decisions.
- Develop Bulk Ad Creator tool at DGS for uploading bulk ads on Facebook Power Editor. This tool creates csv files by just drag n drop different business use cases that saves manual effort for bulk ad creation.
- Created multiple chrome extensions for business and external call center clients.

PROFESSIONAL EXPERIENCE

IBEX   Fulltime, Hybrid, Pakistan/Karachi
Program Architect – Tech IT Production Support   Jan 2020 - Present
*IBEX is a global **BPO** and customer experience company with a major operations center in Karachi, Pakistan. It provides **customer support**, **technical services**, and **digital solutions** to clients across industries like telecom, healthcare, and finance. The Karachi office plays a key role in IBEX's global delivery, employing thousands and supporting **high-volume** operations worldwide.*

- Managed a team of developers with a primary responsibility of creating and managing new features development in different products.
- Delivered complex call center solutions by utilizing Twilio's services, Custom SIP providers, aligning project outcomes with business objectives.
- Used Angular for frontend for major projects, managing frontend projects architectures, state management, authentication, web sockets communication and others.
- Used .Net Core as a backend framework for Backend services, Database operations and cross cutting concerns.
- Used MongoDB as database for majority of applications, managing collection records, index creating, proper query development and optimization.
- Manage Git branches, PR requests, releases and tags on GitHub
- Provide production support for different client such as Starlink, Ziply Fiber, Nutrafams etc.

Digital Globe Services (*DGS is now ibex***)**   Fulltime, Onsite, Pakistan/Karachi
Senior Software Engineer   Nov 2015 - Oct 2019
*DGS is a **US** based subsidiary of **TRG** with its presence in many locations across the globe including Lahore and Karachi Pakistan. DGS delivers customers to its clients through optimized **paid search**, **integrated websites** and **contact center** support, receiving a fee for each customer acquired for its clients.*

- Develop call center voice phone and chatting applications using Angular, React,.Net Framework
- New features addition inside existing projects.
- R&D on new frameworks and develop multiple POC applications.
- Delivered and provide full stack development support across multiple projects.

Logic Unit   Fulltime, Onsite, Pakistan/Karachi
Software Developer Intern   Jan 2015 - April 2015
Software development & digital transformation consultant company that provides technology solutions to businesses

- Worked on Universal Application of SALIK (Dubai Toll System)
- C# forms pages and use SQLITE database for local storage
- Bing Maps and Telerik Controls technology solutions to businesses

DataNet Private Limited   Fulltime, Onsite, Pakistan/Karachi
Junior Software Developer   Sept 2014 - Jan 2015
IT Services and IT Consulting

- Worked on VerifPoint (Provider Verification System)
- ASP.Net MVC Framework for views and Entity Framework for Data Access Layer.
- jQuery, JavaScript and AJAX scripting
- SQL Database queries and Stored Procedures development

Microsoft Innovation Centre   Fulltime, Onsite, Pakistan/Karachi
Intern   Jan 2014 – April 2014
*Microsoft and partners in each community worked together to operate the **MICs**, centers open to **students**, professional software **developers**, IT **professionals**, **entrepreneurs**, and academic **researchers***

- Windows Phone 8/8.1 application development
- Windows 8.1 application development
- Consume Web Services , JSON ,XML parsing

EDUCATION

NED University, *Bachelor's in Software Engineering*   2012 – 2015
NED University, *Master's in Data Engineering and Information Management*   2017 – 2019

SKILLS

- Full stack Development
- Agile Methodologies
- RESTful APIS
- Cloud Computing
- C# .Net
- Asp.Net Core
- .Net Frameworks
- Node JS
- Angular
- React JS
- MongoDB
- Express JS
- Microsoft SQL Server
- SQL
- Python
- JavaScript
- Typescript
- HTML
- CSS, SCSS
- Docker
- React Native
- SQLITE
- Flask
- MYSQL

Additional Highlights
- Fiverr Level 2 Seller - and my profile link here