Haider Wain

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EDUCATION

University of Essex   Colchester, UK
MSc Advanced Computer Science   *Sept. 2024 – Sept. 2025*

Fast NUCES   Lahore, PK
Bachelor of Science, Computer Science   *Aug. 2017 – Jul. 2021*

TECHNICAL SKILLS

Languages: JavaScript, TypeScript, Python, PHP, C/C++, SQL, HTML/CSS,
Frameworks: Node.js, NestJS, React, Next.js, ExpressJS, Jest, , Laravel
Skills: Git, Kafka, Redis, Microservices, Unit testing, Integrations, Agile, Docker

EXPERIENCE

Senior Software Engineer   Feb. 2024 – Aug. 2024
Kisaan (NestJS, React, JavaScript, TypeScript)   *Lahore, PK*

- Integrated **observability** in 3 services, utilizing **OpenTelemetry** to collect **traces** and generic **metrics** from the application, then sending them to the OpenTelemetry collector and Elastic Stack
- **Conducted interviews** for graduate programs and skilled developers, assessing a diverse range of candidates
- Integrated **Sentry** for real-time error monitoring and enhanced application debugging, leading to **faster issue resolution** and **improved code stability**
- Worked on internal portal digitalizing and streamlining traditional processes such as new user onboarding, order processing
- Integrated ESLint with Prettier for automated linting and formatting, and implemented Husky pre-commit and pre-push hooks to run tests and enforce coding standards

Software Engineer   Nov. 2022 – Jan. 2024
Dastgyr (Node.js, React, JavaScript, TypeScript)   *Lahore, PK*

- Developed a **universal wallet** feature for both platform users and partners, **managing credits and debits** maintaining comprehensive **user-specific ledgers**
- Developed a **Microservice** incorporating **Typescript** and **NestJS** with a segregated database. Additionally, utilizing **Apache Kafka** to consume messages generated by primary services at high throughput
- Achieved a **13% increase in Perfect Order%** and operational efficiencies by introducing a '**Badge Incentive Feature**'. Recognized and rewarded platform sellers based on **performance metrics**, significantly **boosting seller engagement**
- Boosted **Average Order Value by 6%** by introducing a **rewarding system** where users earn virtual coins for placing orders, fostering user engagement and driving repeat purchases through **gamification** initiatives
- Architected the **database structure** and implemented **product variant system** for **scalability of products** and their corresponding variants
- Resolved **real-time production issues** impacting customer operations, ensuring immediate bug fixes for urgent issues reported by customers

Software Engineer   Aug. 2021 – Oct. 2022
GrocerApp (Javascript, NodeJS, React)   *Lahore, PK*

- Restructured customer support processes via **Zendesk integration**, achieving an **80% reduction in live channel traffic** improving key metrics like **Average Response Time** and **Resolution Time**
- Increased **orders by 15%** by implementing **customer profiling** and **gamification features** leveraging individual order history and specific order items to enhance customer engagement

PROJECTS

Large Language Models in Information Retrieval | *Python*   Mar 2025 – Sep 2025

- Built an end-to-end **modular Information Retrieval pipeline** combining sparse/dense retrieval, LLM-based query rewriting, and transformer reranking.
- Final pipeline (Rewrite + Rerank) achieved +45% nDCG@10 and +30% MRR@10 improvements over BM25 on MSMarco and NFCorpus.