

Muhammad Manzar Noman

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EDUCATION

University Of Peshawar

MSc, Peace and Conflict Studies

Spring 2020

University Of Peshawar

BSc, Bachelor of Computer Science (2 Years Program)

Spring 2016

SUMMARY

I am Muhammad Manzar Noman, an accomplished Full Stack Engineer with a strong background in both front-end and back-end development. My expertise encompasses advanced technologies like React.js, Node.js, and Microsoft Dynamics 365. I'm passionate about delivering innovative solutions that improve operational efficiency and user experience. With nearly a decade of experience, I excel at leading projects that enhance business outcomes.

WORK EXPERIENCE

United Nations on Drugs and Crime, Pakistan (UNODC)

Aug 2023 – Apr 2024

PMIS Frontend Development Consultant

- Played a critical role in developing a CRM for the Prison Management Information System (PMIS), using React.js, encompassing **35+ interconnected modules**, improving prison management operations by **50%**.
- Implemented a **role-based access control** system, ensuring **100% compliance** with data access policies and boosting user efficiency.
- Transitioned paper-based workflows to a digital system, reducing operational delays by **30%** and promoting **greater transparency and accountability**.

Trident Marketing

Sep 2020 – Dec 2024

Sr. Full Stack Engineer

- Social Inbox Application
 - Engineered a Social Inbox application using React.js, Bootstrap, and Node.js. The application integrates:
 - * Architected a unified dashboard integrating the **Facebook Graph API**, consolidating interactions from 13 pages, improving response times by **40%**.
 - * Combined Google My Business reviews and Microsoft Graph emails, resulting in a **30% increase** in agent productivity.
 - This solution simplifies customer interaction management, enabling agents to handle multiple platforms efficiently from a unified dashboard.
- Digital Engagement (DE) App in Microsoft Dynamics 365
 - Enhanced a Digital Engagement (DE) application within Microsoft Dynamics 365 to streamline customer communication management.
 - * Conceived a case management system in Microsoft Dynamics 365 that reduced resolution time by **25%** through seamless escalation workflows.

- * Introduced actionable reporting and tagging systems, increasing team insights and efficiency by **20%**.
- The app boosts productivity, improves case resolution workflows, and provides valuable data for strategic decisions.
- Dealer App in Microsoft Dynamics 365
 - Built a Dealer Management App within Microsoft Dynamics 365 to simplify and streamline dealership operations.
 - * Managed **80+ dealership profiles** with integrated lead handling, achieving **98% data accuracy** through real-time synchronization.
 - * Enabled seamless dealership data integration with Engage Application via webhook, reducing manual data errors by **70%**.
 - This app helps manage dealership workflows efficiently while maintaining clean and reliable data across systems.
- Members Portal
 - Improved a Members Portal using Angular 6 for the frontend and Node.js with MongoDB for the backend.
 - * Created a scalable reservation system viewed by **1,000+ active customers monthly**, increasing reservation rates by **35%** with a self-booking feature.
 - * Integrated demographic insights to enable personalized customer experiences and improve service quality.
 - * Enhanced the system's scalability to accommodate **20% annual growth** in user base.
 - The portal delivers a smooth and intuitive experience, allowing customers to manage their reservations while offering valuable demographic insights to enhance service quality.

Net-Connect.us

Mar 2016 – Dec 2019

Full Stack Engineer

- *AT RMS (Express, Nodejs, MongoDB):*
 - Delivered a Node.js-based agent management system, enhancing task tracking and reducing idle time by **20%**.
 - Integrated leave management, enabling a streamlined approval process for **100+ agents**.
- *Hotel Management System (PHP, Bootstrap, MySQL):*
 - Designed a room booking platform that facilitated **500+ reservations** monthly, achieving a **95% satisfaction rate** among users.
 - Enabled real-time availability updates, reducing booking errors by **30%**.

Other Projects

- *Unsere Kinder Smart School System. (Angular2):*
 - Planned and implemented the frontend for a smart school system, empowering staff to manage attendance, quizzes, results, and fee submissions with ease.
 - Applied a responsive design, ensuring compatibility across devices for seamless access by teachers and parents.
 - Provided real-time updates for parents on their children's academic progress, fostering better parent-teacher collaboration.
- *Hotel Management System (PHP, Bootstrap, MySQL):*

- Built a user-friendly Hotel Management System using PHP, MySQL, and Bootstrap to help hotel staff and customers manage operations more efficiently.
- Enabled online room reservations with real-time availability and an easy-to-use interface for booking confirmation.
- Ensured the system was responsive and scalable, providing a seamless experience across devices.
- *Training Management and Information System (Node.js, MySQL):*
 - Contributed to the backend development of a secure and scalable training system for UNODC Pakistan.
 - Arranged and optimized data models to manage training programs, workshops, and sessions effectively, reducing data retrieval times by **25%**.
 - Applied advanced reporting tools, offering critical insights into training program effectiveness and participation trends.
- *Payment Gateway Plugin for Indus Heritage Trust:*
 - Created a custom WordPress plugin for the Indus Heritage Trust, ensuring a seamless and robust integration within the existing ecosystem.
 - Incorporated **AES-256 encryption** and **SSL protocols** to protect user payment data, adhering to industry security standards.
 - Engineered a custom payment flow tailored to the trust's requirements, allowing donors and users to contribute conveniently via an intuitive interface.

Skills

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| <ul style="list-style-type: none"> ● JavaScript (Angular, React) ● Node.js & TypeScript ● Python (FlaskAPI, Jupyter) ● GraphQL ● Selenium ● BDD (Cucumber, Behave) | <ul style="list-style-type: none"> ● MongoDB, MySQL, MsSQL ● Docker, PHP ● WordPress ● Microsoft Dynamics 365 ● RESTful APIs |
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Interests

- Reading
- Walking
- Problem Solving