

Md Noor Ahmed

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SUMMARY

MSc Advanced Computer Science graduate from **University of Strathclyde** seeking to apply my technical skills in a dynamic environment. Dedicated to innovation and team success, with a strong foundation in full-stack development, AI-powered applications, and process optimization. **I have the right to work in the UK.**

EDUCATION

MSc in Advanced Computer Science | University of Strathclyde, Glasgow, UK | 2024 – 2025

- **Modules:** Mobile Software Development, Business analysis, Information system and Deep Learning
- **Dissertation:** Conversational Search Agents Using ChatGPT and Large Language Models (69%)

WORK EXPERIENCE

Client Operations Lead | [24]7.ai | August 2021 – March 2023 | Bengaluru, India

- Led a team of **15+** agents providing customer chat and call support for Target (US), ensuring high service quality, seamless customer interactions, and efficient resolution of inquiries within SLA guidelines
- Utilized Salesforce and Axiom to streamline case management, track key metrics, and enhance workflow efficiency, leading to a **20%** reduction in average response time and improved service delivery
- Trained and mentored new hires, boosting productivity and improving first-contact resolution by **20%**

PROJECTS

WapoSearch | *Technology Stack* – **GPT-4-turbo, LangChain, OpenAI embeddings, Chroma vector databases**

- Developed a conversational search agent, using GPT-4-turbo and advanced vector embeddings to enhance accuracy and efficiency within the **Washington Post article data set**
- Crafted an advanced **Streamlit** interface for intuitive, efficient Washington Post query navigation
- Designed and implemented an ingestion pipeline to process large-scale datasets, generating high-quality **vector embeddings** for improved information retrieval

VidStream – A Full-Stack Video Streaming Platform | *Technology Stack* – **MongoDB, Express.js, React.js, Node.js**

- Designed and developed a **full-stack YouTube-like video streaming platform** using the MERN stack (MongoDB, Express.js, React.js, Node.js) for seamless video uploads, playback, and user interaction
- Implemented secure user authentication with **JWT (JSON Web Tokens)**, allowing personalized experiences such as subscriptions, likes/dislikes, and watch history tracking
- Integrated real-time features like comments, video recommendations, and search functionality, optimizing performance through **RESTful APIs** and efficient database queries

MERN Weather Forecast Web App | *Technology Stack* – **MERN, OpenWeatherMap API, JWT, Geolocation API**

- Developed a full-stack weather forecast web app using **MERN stack**, integrating **OpenWeatherMap API** to display real-time temperature, humidity, wind speed, and precipitation
- Implemented user authentication with JWT, allowing secure access and personalized weather tracking, while optimizing API requests for improved **performance and load times**
- Integrated **geolocation-based search**, enabling users to track multiple cities, view real-time weather conditions on a dashboard, and enhance user engagement through an interactive UI

SKILLS AND CERTIFICATES

- **Skills:** React.js, JavaScript, TypeScript, HTML, CSS, Bootstrap, Node.js, Express.js, MongoDB, RESTful APIs, MySQL, Git, Salesforce, Axiom, Figma (UI/UX)
- **Certifications:** Web Development Bootcamp (Angela Yu), Figma UI/UX Design (Vaki Shvili)