

# MERAJ UDDIN

## SOFTWARE DEVELOPER

Naval Colony Karachi | merajuddin618@gmail.com | www.merajuddinmalik.me | +923170513376

### SUMMARY

Computer Science student with hands-on experience in Flutter, Dart, Firebase, React, Node.js, Express, and MongoDB. Successfully built academic and personal projects including a digital FIR complaint system and professional portfolio website. Eager to apply, contribute, and grow as a full-stack or mobile developer.

### TECHNICAL SKILLS

HTML, CSS, Bootstrap,	SQL, Firebase, Flutter, Dart	MS Office, REST API
JavaScript, React, Tailwind	Figma, Photoshop, Illustrator	Shopify (Store Design), WordPress
Node, Express, MongoDB	GitHub, Google DialogFlow Bot	Python (Basic), NumPy (Basic)

### PROFESSIONAL EXPERIENCE

#### Software Developer | INTERACT CX | Karachi

Mar 2022 - Nov 2023

- Developed IVRs, chatbots, and digital channels, reducing customer response time by 15–20%.
- Built omni-channel solutions integrating voice, chat, and digital platforms, improving services.
- Designed and delivered customer interaction systems, increasing efficiency and enhancing customer satisfaction scores by 10–15%.

#### Lead Generation Officer | Logicose | Karachi

July 2020 - July 2022

- Managed CRM system to track and process company-provided website leads.
- Reviewed company websites to identify and submit contact forms using predefined content.
- Updated CRM records, marking leads as “submitted” or “not available” based on contact form presence.
- Ensured accurate lead documentation to support sales and business development teams.

### EDUCATION

#### Bachelor of Science in Computer Science (BSCS)

2021 - Present

Indus University | Karachi

- Major in Data Structures & Algorithms, Database Management Systems, Operating Systems,
- Software Engineering, Mobile Application Development, Artificial Intelligence, Computer Networks.

### ACADEMIC PROJECTS ( FYP )

#### Pre FIR Complaint System | (Final Year Project)

2025

Tools : Figma | Flutter | Dart | Firebase Firestore

- Built a mobile app that allows citizens to file FIR complaints.
- Designed UI in Figma, implemented real-time database using Firebase Firestore.
- **Awarded Best FYP** at Indus University 2025 for innovation, design & impact.

### CERTIFICATIONS

- |   |                                      |
|---|--------------------------------------|
| • Diploma In Artificial Intelligence — <b>PIAIC (2 Years)</b> | • Graphic Designing — <b>Digi9</b>   |
| • Diploma In Software Engineering — <b>APTECH (3 Years)</b>   | • Web Development — <b>Udemy</b>     |
| • Figma UI UX Design Essentials — <b>(Udemy)</b>              | • Advanced Excel — <b>APTECH</b>     |
| • MERN Stack Development — <b>(Haza Institute)</b>            | • POS Vision Project — <b>APTECH</b> |