

Mohammed Ashfaq

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Education

Masai School

Full Stack Development

July 2024 – current

- **Coursework:** MERN Stack (MongoDB, Express.js, React.js, Node.js), RESTful APIs, Responsive Design, Database Management.

GITAM Deemed to be University

B.Com in General Commerce

Sep 2017 – Sep 2020

- GPA: 7.08/10
- **Coursework:** Advanced Accountancy, Financial Management, E-Business, Auditing, Business Laws, and Statistics.

Projects

Let's Chat: Real Time Chat Website

[Github](#)

- Developed a full-stack real-time messaging application that supports one-on-one and group communication.
- One-on-one and group chats with real-time messaging using Socket.IO. Group management features, adding/removing members and renaming groups.
- **Tech Stack:** React, Node.js, Express.js, MongoDB, Socket.IO

Kcal Foodie: Calories Calculator

[Github](#)

- Developed a web application to help users track and manage their calorie intake.
- Search functionality to find the calorie content of various foods.
- Generate QR codes containing nutritional information for easy sharing.

Experience

Aakash AESL: Operations Manager

Jul 2023 – Jun 2024

- Ensured customer satisfaction and retention by building strong relationships with students, parents , and departments.
- Managed revenue collection, reduced expenses, and ensured compliance with regulations.
- Handled inquiries, complaints, and coordinated operations across branch, region, and corporate offices.
- Supervised staff, maintained office safety, and streamlined daily operations effectively.
- Resolved conflicts and prioritized tasks with strong problem-solving skills.
- Coordinated with all departments to ensure smooth operations and resolved inquiries or complaints promptly.
- Utilized strong decision-making, conflict resolution, and problem-solving skills to drive operational efficiency.

Udaan: Operations Executive

Sep 2020 – Jan 2023

- Ensured customer satisfaction and retention by building strong relationships with students, parents , and departments.
- Managed e-commerce operations with a focus on product listing management and inventory control.
- Resolved technical issues, enhancing system functionality and user satisfaction.
- Provided support for software and hardware issues, delivering excellent customer service.
- Collaborated with marketplace partners to ensure smooth operations and effective communication.

Technologies

Languages: HTML, CSS, JavaScript

Frameworks and Libraries: React.js, Chakra UI, Redux.js, Next.js, Node.js, Express.js

Databases: Firebase

Tools: Git, Github, OpenAI Good knowledge of DSA, software engineering, UI design .