Muhammad Khan

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Education

Nottingham Trent University, Nottingham, UK
B.Sc. Computer Science   **01/2022 – Present**
Punjab College for IT, Rawalpindi, PK
Pre-Engineering   **09/2018 – 10/2020**

Professional Experience

Citi Bank, Belfast, UK
Software Engineer   **06/2023 – 05/2024**

- Developed and deployed high-performance software solutions using Java, Python, Spring, .NET, SQL/No-SQL databases, React JS, and Angular within agile methodologies.
- Achieved over 95% resolution rate for technical issues through effective debugging, troubleshooting, and post-production support.
- Enhanced system reliability and performance by leading cross-functional collaborations to improve observability and monitoring frameworks.
- Increased process efficiency by 20% through strategic operational enhancements and tool development projects.

Nottingham Trent University, Nottingham, UK
Customer Service Advisor   **08/2022 – 06/2023**

- Managed over 150 customer interactions daily, ensuring high-quality service delivery and maintaining a customer satisfaction rate exceeding 95%.
- Coordinated customer communications across multiple channels, enhancing organizational reputation through exceptional problem-solving and communication skills.
- Achieved a 90% resolution rate for customer complaints by proactively identifying issues and implementing effective solutions.

DOT Telecom, Rawalpindi, PK
Computer Technician   **07/2018 – 02/2019**

- Installed and maintained computer systems with over 99% accuracy, ensuring optimal performance and reducing hardware downtime by 25%.
- Repaired and maintained peripheral equipment, including modems, printers, and scanners, contributing to increased efficiency and reliability.

Daisyland Public School, Rawalpindi, PK
Computer Lab Assistant   **01/2017 – 06/2017**

- Resolved technical challenges with a solution-oriented approach, ensuring system efficiency and reliability.
- Improved team dynamics and interpersonal relations by applying principles of human development and group dynamics.

Personal Projects

Cloud-Based File Server GUI App Link

- Developed a multi-platform desktop GUI app for cloud-based file server access, supporting Windows, macOS, and Linux.
- Implemented logging and metrics collection for high availability and reliability in the cloud-based file server app.
- Designed a comprehensive file management system for creation, upload, deletion, renaming, moving, and copying of files with a focus on scalability and data integrity.
- Utilized advanced containerization techniques for optimized file storage, including encrypted and non-encrypted containers.

Machine Learning Analysis of New Coder Survey Data Link

- Conducted an in-depth analysis of the "2018 freeCodeCamp New Coder Survey" using CRISP-DM methodology and advanced machine learning algorithms.
- Achieved model accuracies between 80.10% and 82.96%, validated using metrics such as Precision, Recall, F1-Score, and Accuracy.
- Employed F1 Score for evaluating models with imbalanced datasets, optimizing for precision and recall.

E-Transport Marketplace Link

- Engineered an E-Transport Marketplace platform with real-time monitoring capabilities for efficient cargo tracking.
- Integrated MQTT protocol for high-performance real-time communication, enhancing operational efficiency.
- Architected a versatile platform supporting various user roles, enabling seamless cargo order management and dynamic task allocation.
- Implemented state-of-the-art encryption technologies to ensure the highest level of security for customer data.

Registration and Sign in form with GUI Link

- Developed a secure authentication and registration system using C++ for backend logic and JavaScript for front-end validation.
- Interfaced with a SQL Server database to ensure robust data storage and integrity checks.

Skills

- **Programming Languages:** Python, Java, C++, JavaScript, HTML/CSS
- **Frameworks:** Flask, Django, React JS, Angular, .NET, Spring
- **Technologies:** Docker, Kubernetes, SQL, NoSQL, Git, Linux, Windows
- **Tools:** Jira, Confluence, Bitbucket, OpenShift, Bash, Tableau, MS Office
- **Methodologies:** Agile, Scrum, CI/CD, TDD, BDD