

Muhammad Khan

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Work Experience

Citi Bank

Belfast, UK

Software Engineer

06/2023 - Present

- Engineered high-performance software solutions within agile methodologies, focusing on superior code quality and precise alignment with strategic business objectives.
- Excelled in providing robust post-production support, achieving a resolution rate of over 95% for technical issues through effective debugging and troubleshooting techniques.
- Gained proficiency in Java, Python, Spring, .NET, SQL/No-SQL databases, and familiar with React JS and Angular.
- Led cross-functional collaborations to fortify system observability and monitoring frameworks, significantly enhancing reliability and operational performance.
- Drove operational enhancements and tool development projects, delivering strategic solutions that resulted in a notable 20% uplift in process efficiency.

Nottingham Trent University

Nottingham, UK

Customer Service Advisor

08/2022 - 06/2023

- Showcased exemplary organizational, administrative, and interpersonal competencies by effectively managing over 150 customer interactions daily, ensuring high-quality service delivery.
- Enhanced the organization's reputation through exceptional communication and adept problem-solving skills, achieving a customer satisfaction rate exceeding 95%.
- Expertly coordinated initial customer communications across various channels, managed projects, including telephone, email, and direct interactions, maintaining professionalism and responsiveness.
- Achieved a remarkable 90% resolution rate in addressing and resolving customer complaints, demonstrating proactive problem identification and solution implementation to ensure customer satisfaction and loyalty.

DOT Telecom

Rawalpindi, PK

Computer Technician

07/2018 - 02/2019

- Installed and maintained computer systems with a 99%+ accuracy rate, ensuring optimal performance.
- Repaired peripheral computer equipment, such as modems, printers, and scanners, contributing to a 25% reduction in hardware downtime.
- Demonstrated expertise in workstation setup, computer hardware, and software applications, streamlining processes.

Daisyland Public School

Rawalpindi, PK

Computer Lab Assistant

01/2017 - 06/2017

- Expertly navigates and resolves technical challenges with a solution-oriented approach, ensuring system efficiency and reliability.
- Enhanced team efficacy and interpersonal relations by mastering group dynamics and human development principles.

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 observability features in cloud-based file server app, including logging and metrics collection to ensure high availability and reliability.
- Designed a comprehensive file management system enabling creation, upload, deletion, renaming, moving, and copying of files, emphasizing scalability and data integrity.
- Leveraged advanced containerization techniques for optimized file storage, including same container, separate containers (encrypted and non-encrypted), and distributed storage across multiple containers.

Machine Learning Analysis of New Coder Survey Data [Link](#)

- Utilized CRISP-DM methodology for in-depth analysis of "2018 freeCodeCamp New Coder Survey", applying advanced machine learning algorithms including Random Forest, MLP, Logistic Regression, and Decision Trees to derive insights.
- Achieved model accuracies ranging from 80.10% to 82.96%, employing rigorous validation metrics such as Precision, Recall, F1-Score, and Accuracy to ensure robust model performance.
- Employed F1 Score for effective model evaluation in scenarios with imbalanced datasets, optimizing for both precision and recall.

E-Transport Marketplace [Link](#)

- Engineered an innovative E-Transport Marketplace platform, integrating real-time monitoring capabilities for efficient cargo tracking, demonstrating a strong commitment to automation and infrastructure advancements.
- Integrated MQTT protocol to create a high-performance real-time communication system, ensuring swift and synchronized data exchange for enhanced operational efficiency.
- Architected a versatile platform structure to support various user roles, enabling seamless cargo order management, dynamic task allocation, and instantaneous tracking functionalities.
- Incorporated state-of-the-art encryption technologies to ensure the highest level of security for customer data and sensitive information, prioritizing privacy and data integrity.

Registration and Sign in form with GUI [Link](#)

- Developed a secure authentication and registration system utilizing C++ for backend logic and JavaScript for front-end validation, interfacing with a SQL Server database for robust data storage and integrity checks. This implementation ensures efficient user management, supporting functionalities for secure user login and new user registration processes.

Education

Nottingham Trent University

B.Sc. Computer Science

01/2022 – Present

Nottingham

Punjab College for IT

Pre-Engineering

09/2018 – 10/ 2020

Rawalpindi

Skills

- **Languages:** Python, C++, Java, HTML/CSS, ReactNative, Data Analytics, ASMx64, DSA, .NET, MongoDB, SQL Server, Business Intelligence
- **Tools:** Linux, Docker, Jira, OpenShift, Bitbucket, Confluence, Microservices, Spring, Git, Kali Linux, MS Office, CLI, Script

