

Nawaz Muhammad Lone

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EDUCATION

Master of Science in Information Technology (STEM)

May 2025

Clark University; Worcester, MA (**4/4 CGPA TOPPER**)

Bachelor of Technology in Computer Science

August 2020

Jawaharlal Nehru Technological University College of Engineering; Hyderabad, India (**3.61 CGPA**)

EXPERIENCE

Maverick Quantum Private Limited; Albany, USA

January 2025-April 2025

Software Development Engineer Intern

- Develop full-stack applications for child support services, child welfare services, and adult welfare services, supporting a **\$12M revenue project** for Oklahoma Human Services.
- Build and optimize front-end interfaces and backend APIs to improve system performance, user experience, and data processing.
- Collaborate **with cross-functional teams** using **agile** methodologies to deliver scalable and secure solutions.

Maverick Quantum Private Limited; Hyderabad, India

June 2022-December 2023

Software Engineer

- **Developed** Customer Experience Cloud (CXC), an omnichannel case management system, using Angular, Spring Boot, and AWS Connect, leading to **3x company growth** by acquiring major clients.
- **Led** development for Miami Airport's call center project, integrating AI-driven call management, securing a **one-year client retention** extension.
- Built real-time transcription and AI-powered knowledge base to auto-generate articles, enhancing agent efficiency and reducing resolution time.
- Implemented multi-language support and CRM integration for seamless call history, notes, and sentiment analysis, **improving customer experience**.
- Developed telephony features like call transfer, merge, and recording using Amazon Connect, improving customer support operations.
- Designed data aggregation pipeline to relay customer insights from CXC to downstream systems, enabling better decision-making.
- Applications were deployed as **Docker** container of java and angular to **Elastic Kubernetes Services (EKS)**

MTX IT consultancy services; Hyderabad, India

August 2020-May 2022

Full Stack Consultant

- Engineered **COVID vaccination platforms** for Arizona and New York, enabling appointment scheduling, inventory management, and audits, leading to **100% growth** in project impact. Enabled users to schedule vaccinations, manage inventories and conduct audits for efficient project execution.
- Implemented data security including firewalls, system scalability including horizontal scaling, and code optimization strategies, ensuring seamless operations and enhanced system performance.
- **Led** Oklahoma's contact tracing system, enabling efficient case identification and follow-ups, securing a second vaccination project and **2x revenue**.
- Developed scalable cloud-based vaccination platforms using Angular, Node.js, NestJS, Twilio, SendGrid, GCP, and Azure, improving public health service accessibility.
- Optimized cloud services implementation, contributing to the project's success, earning Google's Excellence in Cloud Solutions Award for the team.
- Applications were deployed as packaged container of angular and node to **Google Kubernetes**

MTX IT consultancy services; Hyderabad, India

January 2020-April 2020

Salesforce Intern

- Learned various salesforce technologies like Salesforce admin, Apex, LWC and finally built a banking website using these technologies.

AWARDS AND SCHOLARSHIPS

- Prime Ministers special scholarship scheme to fully sponsor bachelor's education in top Indian universities.
- Alpha Epsilon Lambda for outstanding scholarship, character, and leadership.
- Outstanding performance Award for MSIT program (Batch Topper).
- MTX going above and beyond conferred to employees for their exceptional performance.

SKILLS

Languages: JavaScript, Java, SQL, Python.

Frameworks: Angular, NodeJS, Spring Boot.

Fundamentals: Data Structures & Algorithms, System Design, OS, DBMS, Network Agriculture.

Other: CI/CD, Microservices, Docker, Kubernetes.

Course Framework: Intelligence, Cloud Computing, IT Strategy, Network Security and Architecture, Agile Software Development.

Certifications: Google Cloud Certified Associate Cloud Engineer, Google cloud certified professional cloud architect, Advanced Certificate Program in Data Science **(3.79 CGPA)**