

# Saqlain Malik

Full-Stack Web Developer | MERN Stack | React & Node.js Developer

Motivated and detail-oriented Web developer with experience building and maintaining web and mobile applications. Skilled in problem-solving and creating user-friendly solutions

## EXPERIENCE

### SEO & Web Maintenance – AutoVoB

May 2025

- Managed on-page and off-page SEO strategies to improve search engine rankings.
- Maintained and optimized website content for performance and UX.
- Utilized tools like Google Search Console and Semrush for technical maintenance and analytics.

### Web Developer Trainee – SSDN Technologies

Mar 2022 – Dec 2022

- Assisted in creating full-stack web applications using the MERN stack (MongoDB, Express.js, React.js, Node.js).
- Developed RESTful APIs using Express.js and implemented JWT-based user authentication.
- Created responsive and interactive user interfaces using React.js and Bootstrap.
- Collaborated with senior developers to integrate frontend and backend systems using Axios and React hooks.

### Customer Care Executive (CCE)

Cogent E Services Pvt. Ltd. – Airtel Process

Duration: Jan 2017– July 2018

### Roles and Responsibilities:

- Handled high volumes of **inbound and outbound calls** to assist Airtel customers with inquiries, service requests, and support needs.
- Resolved **customer complaints** efficiently, ensuring high levels of satisfaction and issue resolution within set timelines.
- Delivered **exceptional customer service** by providing accurate information, troubleshooting technical issues, and guiding customers through service procedures.

## Contact

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Location: Bareilly, Uttar Pradesh, India

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## SKILLS

### Languages & Libraries:

JavaScript, Python, HTML5, CSS3, Bootstrap

### Frontend Development:

React.js, Axios, React Hooks, Responsive Design

### Backend Development:

Node.js, Express.js, MongoDB, Mongoose, JWT Authentication, RESTful APIs

### Tools & Platforms:

Thunder Client, Git, GitHub, VS Code, Canva

### Database:

MongoDB, (Basic) MySQL

### Others:

Google Search Console, Semrush,

## CERTIFICATIONS

Microsoft Backend Developer Boot Camp – Issued by Microsoft, 2022

Data analytics workshop

## LANGUAGES

Hindi (Native)

English

## Additional Information

Member Sport Team

Member Bike Riding Team, Member Environmental Society

- Maintained detailed records of customer interactions using CRM tools, contributing to improved customer retention and service optimization.
- Collaborated with internal teams to escalate unresolved issues and ensure timely follow-ups.

## EDUCATION

### Bachelor of Technology (B.Tech) Information Technology

Dr. A. P. J. Abdul Kalam Technical University,

Jun 2019 - Jul 2023

### Higher Secondary Certificate (HSC)

Govt. HS Gularia ata Hussain | Bareilly|

Aug 2013 - Aug 2015

## PROJECTS

### Instagram Clone

*React.js, Express.js, MongoDB, Node.js, JWT*

- Built a full-stack Instagram-like app with authentication and user profiles.
- Implemented CRUD operations for posts and comments.
- Used JWT for user login/logout and protected routes.

### E-Commerce Website

*React.js, Express.js, MongoDB, Node.js*

- Developed an online shopping platform with product listings and cart management.
- Integrated frontend with backend using Axios.
- Implemented secure JWT-based authentication and session management.

### YouTube Clone

*React.js, Bootstrap*

- Developed a video search and playback frontend using the YouTube API and React.
- Created responsive layouts and integrated search functionality.

## BACKEND PROJECTS

### **Employee Management System**

*Node.js, Express, MongoDB, Handlebars, Mongoose*

- Designed and developed a web-based application to manage employee records using the MERN stack (without React).
- Built RESTful routes for employee operations (Add, Edit, Delete, View) using Express Router.
- Used MongoDB for persistent data storage and Mongoose for schema-based modeling.
- Created dynamic views with Express-Handlebars for seamless user interaction.
- Applied MVC architecture to ensure maintainable and scalable code.