AFROZ AHMED

**Software Development Lead**

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SUMMARY

Experienced and agile software developer with 8 years of expertise in end-to-end web application development. Proficient in designing and implementing secure, scalable, and maintainable solutions across various industries. Adept at leveraging modern frameworks and cloud technologies to build responsive applications and intelligent systems, including chatbots.

Demonstrated ability to enhance user experiences, optimize performance, and streamline processes through innovative coding and architecture. Skilled in collaborating with cross-functional teams to deliver high-quality products on time. Passionate about continuous learning and applying best practices in software development to drive business success

AREAS OF EXPERTISE

Web Application Development | Agile Methodologies | Secure Coding Practices | Scalable Application Design |

Chatbot Development | React.js | Redux | Node.js | Express.js | MongoDB | AWS (Amazon Web Services) | Amazon Lex | AWS Lambda | DynamoDB | CI/CD | Jenkins | Git | RESTful APIs | Performance Optimization | Code Splitting | Lazy Loading |

Test-Driven Development (TDD) | JWT Authentication | Socket.IO | Microservices Architecture | Kubernetes | Docker | Splunk | Grafana | Mocha

PROFESSIONAL EXPERIENCE

**Software Development Lead | Brillio *07/2021 – Present***

• Led the development of the Network Service Portal (NSP), enhancing troubleshooting efficiency for Verizon engineers by reducing ticket resolution time by 25%.

• Improved application performance by implementing code splitting and lazy loading, resulting in a 30% increase in load speed and reduced memory usage.

• Designed and developed over 15 RESTful APIs with Express.js, improving data retrieval efficiency and reducing server response time by 20%.

• Spearheaded the migration of Webpack from v4 to v5, enhancing build performance and streamlining the development workflow for a team of 10+ developers.

• Implemented Site Reliability Engineering (SRE) practices, improving system uptime to 99.9% and enhancing overall application stability.

• Introduced a standardized logging system for NSP, improving log management and reducing debugging time by 40%.

**Software Developer | Allstate *02/2017 – 07/2021***

• Played a key role in a web application that increased quote conversion rates by 15% by providing agents with a more responsive and efficient tool.

• Upgraded the Alliance platform, improving user interface responsiveness and reducing load times by 20% by migrating from Java Servlet to React and Redux.

• Integrated a Jenkins pipeline, facilitating smooth CI/CD processes and reducing deployment time by 25%.

• Implemented SonarQube, leading to a 30% improvement in code quality and performance optimization across the codebase.

• Analyzed and optimized backend services with SoapUI, improving system response times and reducing API call failures by 10%.

• Developed an Amazon Lex-based chatbot that increased user engagement by 20% and reduced response time for user queries by 30%.

EDUCATION

Post Graduate Diploma in Advanced Computing | CDAC | 02/2017

B. Tech in Electronics and Communication Engineering | Dr. A.P.J. Abdul Kalam Technical University | 06/2016