ARMAN ALI

SOFTWARE DEVELOPER

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SUMMARY

Full Stack Developer with 3.5+ years of experience in designing, developing, and deploying scalable web applications using React.js, Node.js, NestJS, TypeScript, and MongoDB. Proven expertise in building AI-driven systems, microservices architecture, and RESTful APIs. Adept at collaborating across teams using Agile and CI/CD practices. Passionate about delivering high-performance, user-centric solutions that enhance business efficiency and customer experience.

TECHNICAL SKILLS

- **Frontend:** React.js, Next.js, TypeScript, JavaScript (ES6+), HTML5, CSS3, Tailwind CSS, Material UI
- **Backend:** Node.js, Express.js, NestJS, Python , django rest framework, RESTful APIs, GraphQL, WebSockets, Microservices
- **Database:** MongoDB, SQL, NoSQL, Mongoose, Database Optimization
- **DevOps & Tools:** AWS (EC2, S3), Docker, Git, Jenkins, npm, Postman, VS Code
- **Other Tools:** Jira, Figma, Redux Toolkit, Context API, Agile, API Documentation

PROFESSIONAL EXPERIENCE

Product Developer (Umwelt.ai)   Aug 2025 - Present
- Worked on scalable customer feedback and analytics systems.
- Collaborated with product and leadership teams to improve customer experience workflows.
- Delivered data-driven features to enhance service quality and operational visibility.

Full Stack Developer (Branding 360 Neo Pvt Ltd)   July 2022 - Aug 2025
- Built dynamic, responsive user interfaces using React.js and Redux Toolkit, improving overall UX and reducing page load times by 25% through optimized component rendering and state management.
- Optimized MongoDB queries and Node.js REST APIs, achieving 40% faster data retrieval by refactoring database schemas, indexes, and API logic.
- Collaborated in Agile sprints, managing application deployment on AWS EC2 and maintaining CI/CD pipelines for automated builds, testing, and releases.

PROJECTS

Hospital Management System
- Orchestrated Docker-based AWS deployments, achieving 99.9% uptime and seamless scaling for 500+ concurrent users.
- Built a Hospital Management System using React.js and Node.js, improving OPD/IPD, EHR, and billing workflows and boosting operational efficiency by 30%.

AI-Powered Email Management & Customer Engagement Platform
- Developed a NestJS + TypeScript backend to centralize Outlook/Gmail emails with AI-based summarization and auto-replies.
- Automated customer and job creation workflows with AWS S3–based email summarization storage.

Customer Feedback Chatbot & Performance Analytics Platform
- Built a high-availability, context-aware chatbot handling 2,000+ concurrent chats, with persistent memory, auto-escalation of unresolved issues, and zero data loss via fault-tolerant storage.
- Implemented granular feedback and rating systems with AI-driven insights, reducing repeat complaints by 25% and improving customer satisfaction and service quality metrics by 30%.
- Developed automated PPT/PDF performance reports with engagement trends and customizable filters, cutting reporting effort by 40% and improving stakeholder visibility.

Skills

- **Soft Skills:** Collaboration, Communication, Problem-Solving, Attention to Detail, Stakeholder Management.