SYED ABDUL BASIT Software Engineer

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PROFESSIONAL EXPERIENCE

Software Engineer-JS Bank
JS BOT (Customer-facing WhatsApp Bot)

07/2024 – present

- Developed and deployed a **WhatsApp Banking bot** to digitalize banking services, reducing manual operations by **50%** and enhancing customer service response times.
- Enabled customers to securely access **Bank Statements** and **Tax-related Certificates** via WhatsApp, **under** seconds using **Spring REST APIs** and dynamic template generation with **Jasper Reports**.
- Built and integrated **card service workflows** by calling **core banking APIs** for data validation on card issuance, blocking/unblocking, and PIN generation. Ensured robust backend processing and securely stored data in **Oracle Database**, supporting serving over **4,000+** customers daily.
- Utilized **REST Template** to orchestrate real-time API calls, verifying customer inputs and maintaining complete interaction logs for compliance and auditing.
- Improved the **KYC verification process**, integrating **NADRA and Digital banking APIs** to automate identity checks minimizing fraud risks.
- Successfully introduced over **3** new features, such as **Dormant Account Activation, Instant Debit Card Issuance, and Credit and Debit Card Dispute**, by doing server to server call using **Rest Template** significantly enhancing the user experience.

Blink On Branch – Digitization of In-Branch Account Opening

- Developed and deployed a fully digital bank account opening system using **Java (Spring Boot)** and **Hibernate/JPA**, significantly improving operational efficiency at branch level.
- Designed and integrated **RESTful APIs** to enable instant debit card issuance, enhancing customer service and reducing turnaround time.
- Utilized **SQL stored procedures** to manage debit card processing, ensuring secure and efficient real-time validation and approval.
- Enabled immediate card generation and distribution within branches, streamlining onboarding and improving customer experience.

Blink – Digital Onboarding for Account Opening

- Contributed to the development of a digital customer onboarding system using **Java** and **Spring Boot**, enabling secure and efficient online account creation.
- Implemented **Spring Session management** to enforce single-session login, enhancing session security and user tracking.
- Integrated system components with back-end services and databases to ensure regulatory compliance and seamless data flow.
- Collaborated with cross-functional teams to optimize system **performance**, **scalability**, and **security**, improving the overall user experience and onboarding efficiency.

SKILLS

Java, Collection Framework, Spring, Spring Boot, JPA/Hibernate, Microsoft SQL Server, MsSql, Oracle, Tomcat, PHP, JavaScript, Laravel, Ajax, CSS, Bootstrap

EDUCATION

Bachelor of Computer Science, *University of SIndh*

01/2020 –
01/2024

LANGUAGES

Urdu (Native) • **English** (Fluent)

PROJECTS

Medicine Donation Web

10/2023 –
01/2024

Final Year Project – Medicine Donation Web App:
Built a **Node.js**-based web application to manage medicine donations, with features for user registration, secure authentication, and inventory tracking, aimed at improving access to essential medicines.

E-Store

10/2023 –
11/2023

Full-Stack E-commerce Web App:
Developed a responsive e-commerce platform using **HTML, CSS, JavaScript (front-end) and PHP (Laravel)** with **MySQL (back-end)**, featuring user authentication, product management, and order processing.

CERTIFICATION

Website Development And Design - Gexton

- Completed a Web Design and Development course focused on building responsive and scalable web applications using front-end technologies (CSS, JavaScript, AJAX) and back-end development with PHP Laravel.