

# MUHAMMAD RAZ CH

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## SKILLS

- State management in Flutter :GetX, Riverpod, bloc
  - Version control with Git.
  - API integration : Dio, Http.
  - Dart, Java : OOPS
  - Project Architecture: MVC, Clean, MVVM
  - Database knowledge: MongoDB
  - FireBase, Cloudinary, AWS
  - Visual Studio, Android Studio, Xcode
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## CAREER EXPERIENCE

**Customer Support Associate | Sutherland Global Services PVT** **May 2025– Present**

- Resolved complex problems for a US customer base, utilizing strong problem solving and communication skills to drive first-contact resolution.
- Consistently met demanding service level agreements (SLAs) within a goal-oriented team, demonstrating effective teamwork and process adherence.
- Managed and supported high-volume processes related to Amazon Retail, enhancing proficiency in e-commerce operations and critical attention to detail.

**MOBILE APPLICATION DEVELOPER | White Matrix - Remote** **Nov 2024 - June 2025**

- Built and launched the Fleet Manager app for Android and iOS, achieving over 5,000 downloads within the first 3 months and a 4.5-star rating across both platforms.
- Led end-to-end management of the Fleet Manager app, overseeing a 6-month development cycle from coding to testing, deployment, and successful release on the Play Store, reducing time-to-market by 15%.
- Designed and executed a scalable database structure and formulated 10+ APIs using Node.js, reducing server response time by 20%.

**JUNIOR FLUTTER DEVELOPER (Intern) | White Matrix -Remote** **Sep 2024 - Oct 2024**

- Conducted UI testing and debugging for 12 app modules, resolving 95% of identified issues and boosting app performance by 20%, as measured by reduced load times and crash rates.
- Documented and maintained project specifications for 3 major releases, ensuring 100% alignment with business requirements and reducing stakeholder revision requests by 25%.

## EDUCATION & CERTIFICATES

### Jamia Hamdard University

Delhi, India

Bachelor of Computer Application

Flutter and Dart - The complete guide (2024 Edition) | Udemy



Android Development - The complete guide | Luminar



## PROJECTS

### FLEET MANAGER (ios & android Application) | White Matrix |

- **Tech Stack:** Flutter, GetX, MongoDB, Google Maps API
- **Features:**
  - Developed a car rental and trip management system in Flutter, enabling 2,000+ drivers to rent vehicles, start/end trips, and view trip statistics, increasing driver efficiency by 15%.
  - Implemented real-time location tracking with live map updates using Google Maps API, supporting 1,500 daily active users and achieving 99% location accuracy for trip monitoring.
  - Integrated a contact/help system within the app, reducing driver support queries by 30% through seamless access to in-app assistance for 10,000+ monthly interactions.
  - Engineered precise trip tracking with Google Maps and Geocoding APIs, processing 5,000+ trips monthly and improving route accuracy by 25% for driver navigation.
- **Deployment:** [ios link](#) [android link](#)

### WHITE CLOUD SUPER MARKET (ios & android Application) | White Matrix |

- **Deployment:** [android link](#)
  - **Tech Stack:** Flutter, GetX, MongoDB, Dio
  - **Features:**
    - Established an online grocery shopping platform with a "Submit List" feature using Flutter, enabling 3,000+ users to customize orders, boosting order completion rates by 18%.
    - Designed and executed an agent referral system, increasing user acquisition by 25% through 1,500+ referrals within 4 months of launch.
    - Integrated seamless MongoDB APIs, supporting 10,000+ daily transactions with 99.9% uptime and reducing data retrieval times by 30%.
    - Constructed a smooth and responsive UI using Flutter and GetX state management, achieving a 15% reduction in user navigation time and a 4.7-star Play Store rating.
    - Managed regular Play Store updates and maintenance for 6 app releases, improving app stability by 20% and resolving 90% of user-reported issues within 48 hours.
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