MOHAMMED YAQOOB JALAL

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PROFESSIONAL SUMMARY

Motivated Customer Support professional with strong communication and typing skills, experienced in managing chat and email support efficiently. Frontend Developer skilled in creating user-focused interfaces with React, Node, Python, HTML, and Tailwind CSS, passionate about delivering smooth and responsive user experiences.

EDUCATION

Atria Institute of Technology   2021-2025
Bachelor of Engineering

KLE Society's S. Nijalingappa College   2019-2021
Pre-University Course

St. Joseph's Indian High School   2019-2021
Secondary School Leaving Certificate

RELEVANT EXPERIENCE

[24]7.ai   Oct 2025 - Present
Digital Interaction Advisor

- Provided efficient digital support through chat platforms, resolving customer issues with accuracy and professionalism.
- Maintained high performance metrics, including response quality, adherence, and customer satisfaction.
- Collaborated with team members to improve processes and enhance the overall customer experience.

Genzi Technologies Pvt. Ltd   May 2025 - Jul 2025
AI / ML Intern

- Designed user flows, responsive layouts, and chat interfaces for an AI-powered real estate chatbot.
- Conducted user testing to ensure clarity, accessibility, and seamless conversational experience.

PROJECTS

Hotel Management System (Real-Time, Developed & Hosted)

- Built and hosted a fully functional hotel management platform using React.js, TypeScript, and modern UI/UX design for a smooth user experience.
- Integrated Supabase as the backend for secure authentication, database management, and real-time data handling.
- Developed features such as room booking, customer management, and admin controls, ensuring responsive performance and seamless workflow.

Proppanda – AI-Powered Real Estate Platform (Real-Time, Developed & Hosted)

- Proppanda.ai is an intelligent chatbot and automation platform built specifically for real estate businesses.
- Handles customer enquiries instantly and accurately across digital channels.
- Qualifies and routes leads intelligently, helping agents focus on the right prospects.
- Reduces manual workload while improving response speed, engagement, and conversions.

SKILLS

Customer Support & Communication:

- Strong written communication and professional chat/email handling
- Fast and accurate typing with multitasking abilities
- Problem-solving, empathy, and Issue resolution
- CRM experience: Salesforce

Technical & Web Development:

- Web Development: React JS, Node JS, HTML, Tailwind CSS
- Databases & Programming: Python, SQL, Supabase
- Tools & Platforms: Version Control, Vercel, VS Code, Microsoft Office (Excel, PowerPoint, Word)
- Design Tools: Figma, Adobe XD, Adobe Illustrator