

Mohammad Azim

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PROFESSIONAL SUMMARY

Software Engineer with **1.5 years of experience** specializing in the design and deployment of secure, scalable web applications across dual technology stacks: **Java/Spring Boot** and **ASP.NET Core**. Proficient in Microservices architecture, cloud deployment (Azure VMs), and CI/CD automation (Azure DevOps/GitBucket). Proven ability to deliver high-performance solutions, notably through complex third-party system integrations, algorithmic optimization (TSP), and the integration of **Agentic AI** using OpenAI. Seeking a challenging Software Developer role to leverage expertise in full-stack application engineering.

TECHNICAL SKILLS

Category	Skills
Core Languages	Java (Core/OOP), C#, Python (FastAPI), SQL
Frameworks/Backend	Spring Boot, ASP.NET Core, Microservices Architecture, Identity (.NET), Node.js (Familiarity)
Cloud & DevOps	Azure Virtual Machines, Azure DevOps, Docker, CI/CD, Git, GitBucket, Source Tree
Database Systems	PostgreSQL (RDBMS), Couchbase (NoSQL), Elasticsearch, Data Modeling, Query Optimization
Advanced/Algorithms	Agentic AI, OpenAI , LLM, VectorDB, LangChain , DSA
Frontend/UI	Angular, React.js

WORK EXPERIENCE

MYMOBIFORCE	Noida Sector 62(U.P.)
Software Developer (Full-Time)	September 2024 – Present
<ul style="list-style-type: none">Architected and implemented Identity-based authentication and granular authorization within ASP.NET Core microservices, increasing the security compliance score by 50% and reducing unauthorized access attempts by 40%.Spearheaded the deployment of high-availability Java and .NET applications onto Azure Virtual Machines (VMs), automating CI/CD pipelines via GitBucket Actions and Azure DevOps to ensure seamless production releases.Developed an intelligent Agentic AI support system (TechBuddy) using Python, FastAPI, and GPT-4o, implementing dynamic tool calls to automate ticket validation and status checks.Optimized critical CRM functionality by integrating the routing algorithm with Google Maps API, significantly improving technician routing and field agent rescheduling efficiency.Managed complex third-party system integrations for partners like Daikin, ACKO, and Carrier, maintaining 99.9% uptime and ensuring reliable data flow for automated service ticket synchronization.Reduced critical system downtime by 30% by enforcing clean architecture best practices and optimizing high-load application components for production environments.	

- **Delivered a comprehensive CRM solution** for asset management, building E-Way Bill APIs and integrating Haptik Bot for automated customer service.

Software Developer Intern

April 2024 – August 2024

- **Engineered over 100+ secure, high-throughput RESTful APIs** using Spring Boot and ASP.NET Core, which accelerated cross-platform integration velocity by 25%.
- **Improved data access speed by 35%** through expert query optimization and high-volume data storage management across PostgreSQL (RDBMS) and Couchbase (NoSQL) environments.
- **Developed the core One-Serv platform**, a ticket lifecycle management system utilized by major brands like Kenstar and Voltas, improving service ticket resolution time by 25%.
- **Built a digitized registration and fulfillment system** for the Whizz App (NGO platform), improving wish-fulfillment efficiency by 40% through the implementation of role-based access control (RBAC).

PROJECTS

1. ONE-SERV MULTI-BRAND SERVICE PLATFORM

- **Duration:** May 2024 – Present
- **Tech Stack:** Java Spring Boot Web API, Angular, PostgreSQL.
- **Description:**
 - **Architected and developed** the core **OneServ** platform, a full service ticket lifecycle management system utilized by multi-brand clients (e.g., GroupeSEB's Tefal/Maharaja Whiteline , Kenstar , Voltas , Blackwave and Bajaj).
 - Engineered high-throughput **RESTful APIs** that facilitated seamless front-to-back communication and **improved service ticket resolution time by 25%**.
 - Implemented key features including **QR code-based ticket generation** for fast service onboarding and built a robust admin panel for master configuration management.
 - Integrated two-way synchronization with client CRMs (like GroupeSEB's, Mymobiforce CRM) to ensure real-time data flow for customer and ticket updates.

2. TECHBUDDY - AGENTIC AI SUPPORT & TICKET SYSTEM

- **Duration:** August 2025 – Present
- **Tech Stack:** Python, FastAPI, **OpenAI GPT-4o (LLM)**, Exotel WhatsApp API, VectorDB.
- **Description:**
 - **Developed an intelligent, context-aware WhatsApp-based support system** capable of processing user input via text, image, and audio to automate ticket creation and status checks.
 - Integrated **Agentic AI** using **GPT-4o**, implementing dynamic, prompt-based tool calls to handle human-friendly date inputs and generate validated **structured JSON outputs** for Mobiforce ticket validation.
 - Leveraged **VectorDB** for efficient context retrieval and managed robust API integrations with external ticketing systems, complete with error handling and role-based logic.

3. MMF CRM OPTIMIZATION

- **Duration:** June 2025 – August 2025
- **Tech Stack:** ASP.Net, Angular, Couchbase, Google Maps API.
- **Description:**
 - **Developed an intelligent optimization module** within the Niyo CRM, utilizing the **routing algorithm** integrated with the Google Maps API to dramatically **optimize technician routing** and slot rearrangement.

- Implemented core functionalities like slot-based ticket scheduling and dynamic rescheduling for field agents, consuming internal Niyo APIs for real-time service updates.
- Built modular CRM enhancements, including dynamic agent dashboards and role-based notification services.

4. PEPSI CRM & ASSET MANAGEMENT SUITE

- **Duration:** May 2025 – August 2025
- **Tech Stack:** ASP.NET Core, FastAPI (Python) REST APIs, Couchbase, Haptik API, E-Way Bill APIs.
- **Description:**
 - **Delivered a comprehensive CRM solution** focused on real-time asset management and regulatory compliance.
 - Built and consumed **E-Way Bill APIs** to ensure legal compliance during asset movement and integrated a **Haptik Bot** for seamless WhatsApp customer service.
 - Established data synchronization by connecting internal Pepsi databases (SPEED and Samana) to facilitate **two-way data flow** and real-time asset updates.

5. INTEGRATION SUITE & COMPLIANCE

- **Duration:** December 2024 - July 2025
- **Tech Stack:** ASP.NET Core / Java Spring Boot, REST APIs.
- **Description:**
 - Successfully integrated third-party APIs from major service partners (**Daikin, ACKO, Carrier, Voltas**) into the CRM platform.
 - Enabled automated service ticket synchronization and real-time status updates, significantly **enhancing partner satisfaction** and guaranteeing high availability.
 - Maintained **99.9% uptime** across all high-volume integration channels.

6. WHIZZ APP (NGO Wish Fulfillment Platform)

- **Duration:** June 2024 – August 2024
- **Tech Stack:** ASP.NET Core, Entity Framework Core, C#, PostgreSQL, LINQ.
- **Description:**
 - Created an NGO application to fulfill children's wishes, **improving fulfillment efficiency by 40%** by digitizing the registration and wish lifecycle management process.
 - Implemented fine-grained **role-based access control (RBAC)** for Wish Makers, NGO Managers, and Wish Fulfillers, and streamlined wish submission across various categories.

EDUCATION

LLOYD INSTITUTE OF ENGINEERING & TECHNOLOGY

Bachelor of Technology (B. Tech)
Major in Computer Science & Engineering;
Cumulative CGPA: 8.02/10

Greater Noida (U.P.)
August 2020 -July 2024

Class 10+2 from Gov. City Inter College
Percentage: 75.8% (U.P. Board)
Class 10 from Adarsh Inter College Mahuabagh
Ghazipur (U.P.)
Percentage: 78.83% (U.P. Board)

Ghazipur (U.P.)
July 2017 - April 2019

July 2015 - May 2017

ADDITIONAL

Languages: English, Hindi.

Awards: Secured 1st place in Quizzer (FestRonix) held at Lloyd Institute of Engineering & Technology, Greater Noida.

Activities: Completed training on drones, studying their construction, software, and operational functionalities. Coordinator of JobFest at Lloyd Institute of Engineering & Technology, Greater Noida.