

# Mohammad Azim

New Delhi | P: +91 7827783323 | moazim555@gmail.com | linkedin.com/in/mohd-azim

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

## WORK EXPERIENCE

### MYMOBIFORCE

#### Software Developer (Full-Time)

Noida Sector 62(U.P.)

September 2024 – Present

- 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.