

# Mozzam Inamdar

## Software Developer

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🐙 Github

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🎧 Podcast Overview of My Resume

### PROFILE

Software developer skilled in building scalable web applications with Django, Python, Node.js, and MongoDB. Proficient in microservices, real-time communication, and applying machine learning to enhance data-driven features.

### PROFESSIONAL EXPERIENCE

#### Software Developer

Apr 2024 – present

*Tubelight Communications Pvt Ltd.*

- Developed a machine learning-based sentiment analysis system using Django, Python, and NLTK to classify customer-agent conversations, enhancing accuracy in customer sentiment evaluation.
- Applied advanced NLP techniques for intent detection and keyword extraction, improving the system's ability to automatically understand and categorize customer queries.
- Utilized machine learning algorithms to fine-tune sentiment, intent, and keyword detection models, resulting in more accurate and insightful analysis of customer conversations.
- Designed and implemented a role-based access control (RBAC) system, ensuring secure, role-specific access for agents, team leads, and admins.

#### Software Developer

Jul 2022 – Apr 2024

*Finrise Softech Pvt Ltd.*

- Leveraging quantitative analysis skills to contribute to the success of India's fastest-growing arbitrage and quantitative trading firm.
- Utilized the APIs of Zerodha, Binance, and Bloomberg in a project developed with Django and Node.js.
- Led the creation of a microservices-based system, improving real-time data distribution by 30%.
- Led API integrations with GraphQL and REST, boosting efficiency by 25% and speeding up data transfer by 40%.

#### Customer Service

*Concentrix Services India Pvt*

- Provided phone support that enhanced customer satisfaction and improved issue resolution efficiency.

#### Operations Executive

*Brand Talk Consultancy*

- Managed inventory and conducted inspections at jewelry stores nationwide.

## SKILLS

### Languages and Frameworks

Python, JavaScript , Django, Node.js, HTML, CSS, Bootstrap

### Databases

RDBMS - PostgreSQL and SQL Server  
NoSQL-MongoDB

### Development Tools

Pycharm, VSCode, Git, Postman

### Operating System

Windows and Linux

### Worked on technologies

Messaging - Kafka

Caching - Redis

Containerization - Docker

API - GraphQL and REST

## PROJECTS

### RMS (Risk Management System)

*Finrise Softech Pvt Ltd.*





- Technologies Used: **Node.js, React.js, GraphQL, Kafka, Docker, MongoDB, Express.js, Redis, Microservices Architecture.**
- Developed a Risk Management System with Node.js, React.js, REST API, GraphQL, and Kafka, reducing risk exposure by 25% and improving response time by 20%.
- Enhanced backend efficiency with Express.js and MongoDB, boosting data handling performance by 25%.
- Designed and implemented features for risk analysis, mitigation, and reporting.
- Improved real-time communication with WebSocket and Redis, cutting latency by 25%.

### QA Tool (Quality Analysis Tool)

*Tubelight communications Pvt Ltd.*

- Technologies Used: **Django, Python, NLTK, WordCloud, Sentiment Analysis, Intent Detection, Speaker Diarization.**
- Developed a system to analyze customer-agent conversations, classifying sentiments as positive, negative, or neutral.
- Implemented keyword and intent detection to extract key phrases and identify customer message purposes, improving support insights.
- Generated dynamic word clouds to visualize conversation trends and frequently used keywords.
- Enhanced accuracy of sentiment, intent detection, and keyword identification using advanced NLP techniques.
- Integrated speaker diarization to distinguish between customer and agent speech, providing more precise analysis of conversational context.

## CERTIFICATIONS & BADGES

- Certified in AWS Cloud Practitioner 
- Certified in Azure Fundamentals (AZ-900) 
- Certified in Google Data Analytics 
- AWS Cloud Quest: Cloud Practitioner 

## EDUCATION

### Bachelors of Science in Information Technology (Mumbai)

*M V Mandali's College of Commerce and Science*