Mohammed Patel

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Portfolio: mohammedpatel.dev

Summary

Self-driven web developer with a proven track record of building high-quality applications used by 1,500+ active users and rated 4.8 stars across app stores. Skilled in React, CSS, TypeScript, and SQLite, with a strong focus on intuitive UX and performance. Passionate about solving real-world problems and always eager to learn new technologies while refining existing skills to stay aligned with industry best practices.

Profile of Skills

- Languages: JavaScript, TypeScript, HTML, CSS
- Tools & Technologies: REST APIs, SQL, Capacitor, Git, Chrome DevTools
- Frameworks & Libraries: React, Express.js, Tailwind CSS, Ionic, Jest, Cypress

Professional Experience

MyUmmahApps Ltd   June 2023 – Present
Software Developer & Founder

Building and maintaining multiple products, taking full responsibility for development, testing, maintenance, and user support.

My Salah App – Daily Prayer Tracker | *ReactJS, Typescript, Tailwind CSS, SQLite*

Live Demo | Github | Play Store | App Store

- Built an open-source prayer tracker used by 600+ active users, helping them build consistent prayer habits — rated 4.9 stars across app stores
- Engineered a React UI with hooks and clean state logic to streamline daily input, missed prayer tracking, and journaling
- Created an analytics dashboard with charting and a custom calendar to show habit streaks & drop-offs, giving users instant insight into their routines
- Implemented offline-first architecture using SQLite to ensure full functionality without network, making the app reliable and responsive anywhere

My Tasbeeh App – Counter application | *ReactJS, Typescript, CSS3, SQLite, Cypress*

Live Demo | Github | Play Store | App Store

- Designed and launched an open-source counter app with 500+ active users, helping users build daily mindfulness habits — rated 4.8 stars across app stores
- Drove daily engagement by adding habit-forming features like smart resets and daily reminders
- Engineered a smooth, offline-first experience with persistent local storage and seamless UI feedback
- Ensured long-term reliability by writing Cypress tests for key flows such as counter logic, visual feedback, and state persistence

Interview Project

Full-Stack Task Manager – Technical Assesment | *ReactJS, Express.js, Typescript, Tailwind CSS, SQLite, Jest*
Github

This application was built during as part of a job application requirement.

- Built a full-stack task manager for tracking deadlines and progress, with features like status updates and due dates to mirror real-world workflows
- Designed a reliable REST API with full input validation and clear error messages to reduce user frustration and edge-case bugs
- Achieved 100% backend and 97% frontend test coverage with Jest, ensuring stable releases and confidence in future changes
- Wrote concise API docs to make the application easier to understand, extend, and maintain

Other Experience

Homeserve   January 2010 – Present
Customer Services Advisor

- Provided timely support to customers by quickly understanding their situations and arranging appropriate solutions (e.g., plumber visits for when customers had no water), contributing to achieving a 95% Grade of Service through efficient case handling and keeping Average Handling Time low
- Stayed calm and professional while speaking with angry or upset customers, effectively resolving complaints, escalating issues when necessary, and liaising with relevant teams to ensure timely solutions and minimising repeat escalations
- Assisted customers in resolving boiler and electrical faults over the phone, reducing the need for engineer visits and saving the business significant operational costs
- Actively listened to customer concerns to identify their needs and offered clear, tailored advice
- Followed detailed procedures accurately to ensure 100% compliance with FCA requirements, passing all call quality checks and supporting regulatory adherence
- Handled multiple systems and software confidently as part of daily case management
- Ensured 100% accurate recording of customer vulnerability so the right support could be provided to vulnerable customers
- Contributed to a positive, fast-paced team environment with a strong focus on collaboration and customer care, maintaining resilience under pressure while upholding high service standards

BT   March 2008 – September 2009
Technical Support Administrator

- Assisted employees over the phone with requests such as ordering computer equipment and gaining access to internal systems
- Logged and tracked service requests using internal software
- Provided clear, friendly support while meeting individual and team performance targets
- Followed security and access protocols to ensure accurate and compliant service delivery
- Worked efficiently in a fast-paced environment
- Contributed to a positive, fast-paced team environment with a strong focus on collaboration and customer care
- Maintained a professional tone while handling a wide range of technical and administrative queries