

MD. Saymon Islam

MERN Stack Web Developer | QA & Compliance Background

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SUMMARY

MERN Stack Web Developer with hands-on experience building responsive web applications using React, Node.js, MongoDB, and Tailwind CSS. With 3+ years of experience in Quality Assurance and Compliance, I bring a strong focus on reliability, testing, and performance to real-world development projects.

Technical Skills

HTML5, CSS3, **Tailwind CSS**, JavaScript (ES6+), **React**, **Node.js**, **MongoDB**, **JWT**, **Firebase**, GitHub, DOM Manipulation, Responsive Design

QA & Compliance

SLA & KPI Monitoring, QA Auditing, **RCA**, Process Improvement, **TTT**, Instructional Design, New Hire Training, Performance Coaching, Client Escalation, Issue Resolution, Reporting

Projects:

LoanLink – Microloan Management Web Application | [Live](#) [Server GitHub](#) [Client GitHub](#)

Tech Stack: React, Firebase Authentication, MongoDB, Tailwind CSS

- Built a **role-based microloan management platform** for NGOs and microfinance organizations
- Implemented **manager/admin** features for loan plan management and **RBAC**
- Focused on **responsive UI**, **clean code**, and **maintainable architecture**

Habit Tracker – Productivity Web Application | [Live](#) [Server GitHub](#) [Client GitHub](#)

Tech Stack: React, Firebase Authentication, MongoDB, Tailwind CSS

- Developed a **habit tracking app** to create, update, and delete habits while tracking progress
- Implemented **secure authentication** and **private routes** to protect user data
- Built **interactive UI** with animations, hero slider, and toast notifications

AppHive – Web-Based Application Gallery | [Live](#) [GitHub](#)

Tech Stack: React, React Router, Tailwind CSS

- Designed and developed **AppHive**, a modern web-based application gallery that allows users to explore, search, and sort applications through an intuitive interface.
- Built a responsive, multi-page user experience using **React.js** and **React Router** for smooth navigation and structured routing.

PROFESSIONAL EXPERIENCE

Executive, Quality Assurance & Training

Genex Infosys PLC | January 2023 – Present

- **Trained 400+ moderators**, improving team accuracy and **achieving SLA targets** while reducing quality issues by 15%
- Prepared and presented **QA & training reports** for client meetings and internal calibrations, ensuring alignment with client expectations and policy updates
- Participated in **performance reviews and calibration calls**, driving consistent quality improvements across teams
- Collaborated with technical teams to **analyze workflows, defect trends, and process gaps**, supporting process optimization and software-related improvements
- Documented **SOPs and QA findings** to support development and automation initiatives

EDUCATION & LANGUAGES

BSc in CSE, Dhaka International University | Apr 2019 – Apr 2023

Languages: Bangla (Native), English (Professional Working Proficiency)