

# MD. Saymon Islam

## MERN Stack Web Developer | QA & Compliance Background

📍 Gazipur, Bangladesh | ☎ +88 01865967114

✉️: [islamsaymon18@gmail.com](mailto:islamsaymon18@gmail.com) | GitHub: [samfisher58](#) | LinkedIn: [saymonislam58](#)

### 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)