MD. Saymon Islam
Junior Full Stack Web Developer

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CAREER OBJECTIVE

MERN Stack Web Developer with hands-on experience building responsive web applications using React, Node.js, MongoDB, and Tailwind CSS. Previously spent 3+ years in a Service Quality Assurance role within an ITES content moderation team, developing a strong foundation in policy adherence, risk evaluation, accuracy, and process-driven quality—skills I now apply to building reliable and performance-focused web applications.

PROFESSIONAL EXPERIENCE

Sr. 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

SKILLS

Frontend: React.js, JavaScript(ES6), Tailwind CSS
Backend: Node.js, Express.js, MongoDB, RESTful APIs, JWT authentication
Tools: Firebase(Authentication), Git & GitHub
Service Quality Assurance & Operations: SLA/KPI Monitoring, QA Auditing, RCA, Process Improvement, Training & Coaching, Client Escalation, Reporting

PROJECTS:

LoanLink – Microloan Management Web Application   **Live↗ | Server GitHub↗ | Client GitHub↗**
Tech Stack: React, Firebase Authentication, MongoDB, Tailwind CSS

- Developed a full-stack app to streamline microloan management for NGOs and microfinance groups.
- Enabled users to browse loans, apply (with a $10 fee), and manage their profiles.
- Built manager features for creating, updating, and tracking loan plans.
- Gave admins control over loan visibility, application review, and user roles.
- Implemented role-based access control (RBAC) for secure, role-specific access.

Habit Tracker – Productivity Web Application   **Live↗ | Server GitHub↗ | Client GitHub↗**
Tech Stack: React, Firebase Authentication, MongoDB, Tailwind CSS

- Developed a full-stack app to help users create, track, and maintain daily habits.
- Implemented secure authentication with email/password login and optional Google sign-in.
- Enabled users to browse and search public habits shared by the community.
- Designed an interactive UI with animated sections, sliders, and toast notifications.
- Built progress tracking with streaks and real-time updates to monitor consistency.

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.

EDUCATION

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

LANGUAGES

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