

Waqas Saeed

Full-Stack Developer

OBJECTIVE

Versatile Software Engineer with expertise in web development, AI, automation, cloud telephony, and Twilio integration. Proficient in utilizing cutting-edge tools and technologies to design, develop, and deploy scalable software solutions. Skilled in integrating communication platforms, APIs, and automation workflows to enhance business processes and customer engagement. Adept at problem-solving and optimizing workflows, with a strong focus on delivering high-quality, efficient products. Seeking to leverage technical skills and experience to drive innovative projects and contribute to a forward-thinking team.

EXPERIENCE

April 2020 - Present

Full Stack Developer | Upwork

- Completed 90+ jobs with 100% success rate
- Orthocareondemand.com – Developed a doctor's appointment booking system using Twilio Voice, Twilio Proxy, SMS, and Twilio Conversations to manage communication between patients and doctors.
- MyTeamdoctor.com – Integrated Twilio Video (previously, now AWS Chime), Twilio Voice, and SMS for real-time video consultations and voice communication features.
- UncleTodds.info – Implemented Twilio SMS and WhatsApp for automated customer notifications and communication workflows.
- PropaneDepot.com – Built a robust contact center using Twilio Flows for automated call routing, Twilio Voice, and SMS integration for efficient customer service management.
- Integrated SendGrid email APIs with Twilio to enhance communication services across projects, enabling multi-channel messaging.
- Developed and maintained RESTful APIs using Node.js and Express, ensuring seamless integration between Twilio services and front-end applications.
- Deployed applications on AWS EC2/RDS using Nginx and PM2 for process management and scalability.
- Technologies: Twilio (Voice, Video, SMS, Proxy, Conversations), SendGrid, Node.js, Express, AWS EC2, Nginx, Docker.

Oct 2016 - Mar 2020

Senior Software Engineer | Brantum Technologies | Islamabad, PK

- Developed web applications using Angular, React, and Node.js, integrating front-end and back-end features.
- Built RESTful APIs with Node.js and Express, implementing WebRTC for real-time communication and IVR solutions for cloud telephony.
- Automated workflows using Zapier and Make.com to streamline operations.
- Integrated third-party services like Twilio and SendGrid to enhance communication capabilities.
- Conducted testing using Jest, React Testing Library, and Angular testing tools.
- Technologies: Angular, React, Node.js, Express, WebRTC, IVR, Zapier, Make.com, TypeScript, MongoDB, AWS, Git, Docker.

April 2013 - Sep 2016

Senior Software Engineer | Nextbridge Pvt Ltd | Islamabad, PK

- Developed full-stack web applications using Angular for front-end and Laravel/CodeIgniter for back-end services.
- Built and maintained custom websites and e-commerce platforms using WordPress, Magento, and OpenCart, focusing on user-friendly and scalable solutions.
- Created and integrated RESTful APIs to support dynamic features and seamless data exchange between client and server.
- Implemented automation of repetitive tasks using custom scripts and third-party tools.
- Enhanced website performance by optimizing code, database queries, and component rendering.
- Collaborated with a cross-functional team, providing technical guidance and best practices.
- Conducted testing and debugging to ensure high-quality and robust applications.
- Technologies: Angular, Laravel, CodeIgniter, WordPress, Magento, OpenCart, PHP, MySQL, JavaScript, Git.

EDUCATION

Bachelor's Degree in Computer Science

Fedral Urdu University Of Science and Technology | Islamabad

COMMUNICATION

As a Software Engineer Team Lead, I excel in clearly articulating technical concepts to diverse stakeholders, including developers, product managers, and non-technical clients. I foster an environment of open communication within the team, promoting a culture where approachability and active listening encourage collaboration and innovation. My strong meeting management skills ensure discussions are focused and productive, while my ability to provide constructive feedback helps keep projects aligned with business objectives and timelines. By bridging the gap between technical and business perspectives, I drive projects forward efficiently and effectively.