

ISFAQUL HUSSAIN

Full-Stack Developer

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isfaqul.dev

> PROFILE

Self-taught Full Stack Developer with experience building web, mobile and desktop applications using JavaScript, React, React Native, Node.js, Express, and SQLite. Skilled in frontend development, API integration and REST API Design, with additional experience in TypeScript, SQL, Tailwind CSS, and Figma. Combines technical skills with professional background in data analysis, training, and process improvement.

> PROJECTS

Invoice Management Desktop App

Tauri 2.0 • React • TypeScript • SQLite • Tailwind CSS

- ◆ Replaced a manual paper-based process, reducing invoice creation time for a family business through this easy to use offline desktop app.
- ◆ Architected complete CRUD functionality - creating, saving, editing, and deleting invoices, paired with a clean, responsive UI in Tailwind CSS.
- ◆ Integrated a native Rust backend via Tauri 2.0's IPC bridge, enabling secure local SQLite operations without a network layer.

SazDrive, A Google Drive Clone

Node.js • Express • EJS • REST API • File System

- ◆ Engineered a functional Google Drive clone featuring file upload, folder creation, and file management using a Node.js/Express backend with server-side rendering via EJS.
- ◆ Structured a RESTful API to handle all file operations, gaining end-to-end practical experience in backend architecture and route design.

Personal Blog App

React • React Router • Node.js • Express • TypeScript • JWT • REST API

- ◆ Built a secure, full-stack blog application with JWT authentication and protected routes and complete post management.
- ◆ Implemented token-based auth flow end-to-end: registration, login, JWT issuance, and route protection middleware.
- ◆ Developed a dual-interface system - an admin panel for creating and managing posts, and a public-facing site for reading blogs and leaving comments.

Baki, A React Native Mobile App

React Native • Expo • JavaScript • SQLite

- ◆ Developed a mobile application using React Native, Expo, JavaScript, and SQLite to digitize credit/payment tracking for a small business.
 - ◆ Crafted full CRUD functionality for managing debtors, outstanding balances, and repayment records.
 - ◆ Automated balance calculations and transaction history tracking to reduce manual bookkeeping.
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> WORK EXPERIENCE

American Express

May, 2021 - Aug, 2022

Customer Care Professional → Retention Specialist

- ◆ Maintained a 75% Customer Save Rate, exceeding the process average by 5+ percentage points.
- ◆ Handled 2,400 support calls per quarter with 95% customer satisfaction rate.
- ◆ Drove completion of upskilling & mandatory training for 2 teams consisting 30 members in total.

Tata Consultancy Services

Jul, 2017 - May, 2021

Information Processing Specialist → Sr. Information Processing Specialist

- ◆ Built a **Direct Debit Calculator SPA** using HTML, CSS, and JavaScript - automating 12 month energy payment projections and generating customer explanations on demand, cutting per interaction handling time by ~4 minutes across 150+ agents.
- ◆ Built a **template repository SPA** for high frequency customer scenarios, reducing email composition from full manual drafting to minimal customisation - cutting turnaround time, improving quality scores, and standardising responses across 7-8 teams of 20-25 agents.
- ◆ Co-built a **Single Page Application** to replace a client shared Excel process handbook, extending access to 80-120 agents who previously had no Office Suite licence, eliminating licensing costs and improving process knowledge consistency across 4-5 ODCs.
- ◆ Led mass training sessions for 60+ employees on SAP CRM-ISU and newly developed production tools, improving team process knowledge and calibration.
- ◆ Reduced company cost by up to \$27,000 per quarter through data-driven audits identifying critical outliers.

> TECHNICAL SKILLS

Category	Skills
Languages	JavaScript, TypeScript, HTML, CSS
Frontend	React, React Native, Tailwind, React Router, Responsive Design
Backend	Node.js, Express.js, REST API
Databases	SQL, PostgreSQL, SQLite, Firebase
Tools	Figma, Git, Vite, Tauri 2.0

> EDUCATION

B.Com (Finance), Gauhati University	2017
HS (10+2), Assam Higher Secondary Education Council	2014
HSLC (10), Board of Secondary Education, Assam	2012

> CERTIFICATIONS

CS50x:Introduction to Computer Science, HarvardX	2024
Foundations of UX Design, Google	2022
Responsive Web Design, freeCodeCamp	2021