

Isfaqul Hussain

+91 86382-22924 | isfaq.xperia@gmail.com | isfaqul.dev | linkedin.com/in/isfaqul-hussain | Guwahati, Assam, India

PROFESSIONAL SUMMARY

Full Stack Developer experienced in JavaScript, React, React Native, Node.js, Express, and SQL, with additional work in TypeScript, Tailwind CSS, and Figma. Has built and deployed web, mobile, and desktop applications, with particular strength in REST API design and integration. Git-based version control throughout. Prior professional background in data analysis, training, and process improvement supports a structured, communicative approach to technical work.

PROJECTS

Invoice Management Desktop App | Tauri 2.0, React, TypeScript, SQLite, Tailwind CSS

- Built an invoicing application that **replaced a manual PageMaker workflow**, reducing invoice preparation time by 55%
- Architected complete CRUD operations for creating, editing, and deleting invoices, with a clean, intuitive user interface
- Integrated **print-ready invoice generation** capability with precise layout formatting for reliable physical invoice printing

SazDrive, A Google Drive Clone | Node, Express, REST API, Prisma ORM, EJS, Dynamic Routing, Passport.js

- Engineered a Google Drive clone featuring multipart uploads, nested folder navigation, and PostgreSQL persistence
- Designed RESTful APIs to support **infinitely nested folder navigation** and server-side rendering of contextual file views
- Implemented secure session-based authentication with protected routes, ensuring only authenticated users access data

Personal Blog App | React, React Router, Node, Express, REST API, TypeScript, JWT

- Developed an end-to-end React platform, linking secure Express API endpoints to dedicated admin and public UIs
- Enabled a **Markdown-to-HTML publishing** pipeline, ensuring 100% semantic and responsive cross-devices rendering

Baki | React Native, Expo, JavaScript, SQLite

- Developed a mobile application to **digitize credit/payment tracking** for a small business, eliminating manual errors
- Implemented robust SQLite data management, ensuring zero-latency offline CRUD operations for all transactions

TECHNICAL SKILLS

Languages: JavaScript, TypeScript, Python, HTML, CSS

Frontend: React, React Native, Tailwind, React Router

Backend: Node, Hono, Express, REST API, Prisma

Database: PostgreSQL, SQLite

Tools: Git, Figma, Vite, npm, pnpm

CERTIFICATIONS

- Harvard CS50x
- freeCodeCamp Responsive Web Design
- Google UX Design
- React, HackerRank

WORK EXPERIENCE

American Express

Customer Care Professional → Retention Specialist

Gurgaon

May 2021 – August 2022

- Delivered 75% quarterly customer retention rate, consistently outperforming the process average by 5+ percentage points
- Resolved 2,400+ support calls per quarter, sustaining a 95% customer satisfaction rate under high-volume pressure
- Drove up-skilling** and mandatory training completion across 2 teams (30 members total), ensuring full compliance

Tata Consultancy Services

Information Processing Specialist → Sr. Information Processing Specialist

Kolkata

July 2017 – May 2021

- Piloted a **Direct Debit Calculator** using HTML, CSS, and JavaScript – **automating 12 month energy payment** projections and generating explanations on demand, reducing average handling time by 25% across 150+ agents
- Pioneered a template repository** SPA reducing email composition from full manual drafting to minimal customisation – cutting turnaround time by 28%, improving quality scores by 5% points, while standardising responses across all agents
- Collaborated on an **SPA replacing an Office-dependent Excel handbook**, enabling browser-based access for 150+ agents
- Led mass training sessions for 60+ employees on SAP CRM-ISU and production tools, improving process consistency
- Conducted data-driven audits to identify agent errors and process outliers, reducing yearly costs by up to **£108,000**

ACHIEVEMENTS

- TCS Star Performer Award (6×)
- Client Recognition (ScottishPower); Exceptional Service
- TCS Topaz Go Getter Award (2×)
- TCS Certificate of Appreciation; Outstanding Operations' Support

EDUCATION

Gauhati University

Bachelor of Commerce

2014 – 2017