

# ISFAQUL HUSSAIN

Full-Stack Developer

+91 86382-22924

✉ isfaq.xperia@gmail.com

📍 Guwahati, Assam, India

🔗 [github.com/Isfaqul](https://github.com/Isfaqul)

in [linkedin.com/in/isfaqul-hussain](https://linkedin.com/in/isfaqul-hussain)

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## > 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.

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## > 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.
- ◆ Self-taught Rust to integrate a native backend via Tauri's IPC bridge, demonstrating the ability to adopt new technologies under real project constraints.

### 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 • 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.
  - ◆ Modelled local database schemas for customer records, credit transactions, and payment history.
  - ◆ Crafted full CRUD functionality for managing debtors, outstanding balances, and repayment records.
  - ◆ Automated balance calculations and transaction history tracking to reduce manual bookkeeping.
  - ◆ Delivered a responsive mobile interface optimized for daily business operations.
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## > TECHNICAL SKILLS

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

## > WORK EXPERIENCE

**Retention Specialist, American Express** Mar, 2022 - Aug, 2022

- ◆ Maintained a 75% Customer Save Rate, exceeding the process average by 5+ percentage points.
- ◆ De-escalated 90% of situations and delivered end-to-end resolutions, building long-term client loyalty.

**Customer Care Professional, American Express** May, 2021 - Mar, 2022

- ◆ Handled 2,400 support calls per quarter with 95% customer satisfaction rate.
- ◆ Drove completion of upskilling & mandatory training as an added responsibility for 2 teams consisting 30 members in total.
- ◆ Published regular sales & performance report for the team of 18 to ensure consistent performance across the board.

**Senior Information Processing Specialist, TCS** Jan, 2021 - May, 2022

- ◆ Led mass training sessions for 60+ employees on SAP CRM-ISU and newly developed production tools, improving team process knowledge and calibration.
- ◆ Designed & Developed database & tools to aid production using web technologies - reducing processing time by 8.4% and improving quality scores by 6%.
- ◆ Trained and onboarded 2 new batches of 8-10 members each.

**Information Processing Specialist, TCS** Jul, 2017 - Jan, 2021

- ◆ Resolved 2,700+ quarterly escalation tickets, 17% above the process average.
- ◆ Sustained a quality score above 95% for 45 consecutive months; promoted to Process Improvement Team within 16 months.
- ◆ Reduced company cost by up to \$27,000 per quarter through data-driven audits identifying critical outliers.
- ◆ Awarded Star Performer 6x and Topaz Go Getter 2x for outstanding contributions.

## > EDUCATION

<b>B.Com (Finance), Gauhati University</b>	2017
<b>HS (10+2), Assam State Board</b>	2014
<b>HSLC (10), Assam State Board</b>	2012

## > CERTIFICATIONS

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