

TASKEEN HAIDER

Full-Stack Engineer | React, Node.js, TypeScript Specialist

Phone: 92 328 184 2351

Email: raitaskeenhaider786@gmail.com

Location: Lahore, Pakistan

Portfolio: taskeen.space | GitHub: github.com/raitaskeen

PROFESSIONAL SUMMARY

Full-Stack Engineer with over 3 years of hands-on experience across the full software development life cycle (SDLC), building performant, scalable web applications using React, TypeScript, Node.js, and RESTful APIs. Proven track record of reducing system latency by 50% and sustaining 99.9% uptime while managing complex application state with Redux and secure JWT authentication. Skilled in cross-functional team leadership, Agile methodologies, full-stack development, and API development, with enterprise technical diagnostics across 500+ escalated cases to deliver reliable software solutions.

TECHNICAL SKILLS

- **Frontend Development:** React, TypeScript, JavaScript, Redux, Tailwind CSS, Responsive Web Design, Vite, HTML5, CSS3
- **Backend & Runtimes:** Node.js, Express.js, Bun (JavaScript Runtime), RESTful API Design, JWT Authentication
- **Database Management:** PostgreSQL, MongoDB, MySQL
- **Cloud & Tooling:** Docker, Postman, Git, GitHub, Linux, AWS, Appwrite (Backend-as-a-Service), Stripe API, npm
- **Professional & Leadership:** Cross-Functional Team Leadership, Technical Problem-Solving, Agile & Scrum, Peer Code Reviews, Technical Communication

EXPERIENCE

Tech Support Specialist - Ibex Global

Sep 2023 - Present | Remote

- Delivered tier-3 technical support for a Fortune 100 technology client within the D2AS line of business (LOB), troubleshooting hardware and account issues across 500+ enterprise cases.
- Achieved rapid promotion from Level 1 to Level 3 Advanced Escalations within 6 months based on top-quartile resolution speed and leadership benchmarks.
- Sustained a 93% Customer Satisfaction (CSAT) score across advanced technical escalations, maintaining 100% compliance with strict 48-hour follow-up SLAs.
- Guided users through structured troubleshooting procedures using enterprise ticketing platforms, maintaining First Contact Resolution (FCR) rates at 88%, exceeding team benchmarks by 8%.
- Resolved complex incidents involving network protocols and device synchronization across 40+ daily technical escalations, reducing repeat customer reopen rates by 18%.

Web Developer Intern - Tech Vertex (Internship)

Jun 2022 - May 2024 | Lahore, Pakistan

- Migrated legacy PHP services to modern TypeScript and JavaScript using Bun (JavaScript runtime), reducing client-side application latency by 50% and increasing session retention by 20%.
- Collaborated effectively with cross-functional teams to deliver responsive React and Tailwind CSS interfaces on time, accelerating UI delivery velocity by 25%.
- Engineered secure RESTful APIs in Node.js and Express.js with JWT authentication across PostgreSQL and MongoDB databases, sustaining 1,000+ daily requests with 99.9% uptime.
- Implemented structured client state management using Redux and modular components, reducing redundant UI re-renders by 35%.
- Integrated third-party APIs including Stripe API for billing and Appwrite (BaaS) for authentication, validating 15+ endpoint schemas with Postman to eliminate integration defects.
- Maintained version-controlled codebases using Git and GitHub, standardizing Docker development environments and cutting peer code review turnaround times by 20%.

Frontend Engineer - Iridium Soft (Apprenticeship)

Mar 2021 - Jan 2022 | Lahore, Pakistan

- Developed responsive, cross-browser web interfaces and reusable UI components in React and JavaScript, improving core page-load performance by 20% and reducing UI defect reports by 15% across 10+ production views.
- Authored comprehensive technical documentation for frontend components and design patterns, cutting feature onboarding time by 15% for incoming developers.
- Participated in weekly Agile standups, peer code reviews, and client requirement sessions, achieving a 98% on-time sprint delivery rate while meeting responsive design standards.

NOTABLE PROJECTS

YAQAZAH Course App

- Full-stack e-learning platform serving 600+ registered users and 160+ active course participants, increasing course completion rates by 15% through optimized RESTful API design.

Cine Vault API

- Full-stack movie catalog platform featuring a modular RESTful API backend built on Node.js, Express.js, and MongoDB, handling mock queries with sub-200ms response times and improving client data-fetching efficiency by 30%.

Travel Agency Booking App

- Full-stack travel reservation application featuring responsive UI workflows, interactive data dashboards built with Syncfusion components, and RESTful data integration that boosted booking flow completion rates by 25%.

CERTIFICATIONS

- Full Stack Web Development Certification - Udemy (2023)
- GitHub Student Developer Pack - GitHub (2023)
- German A2 Language Proficiency Certificate - ALPD (2024)
- IELTS (International English Language Testing System) - British Council (2023)

EDUCATION

BS in Software Engineering - University of Management and Technology, Lahore

Oct 2022 - Jun 2026

- Expected Graduation: Jun 2026
- Academic Standing: GPA 3.8/4.0 | Dean's Honor List (Top 10% Class Standing)
- Relevant Coursework: Data Structures & Algorithms, Database Systems, Web Application Development, Object-Oriented Programming, Software Architecture