

Md Noor Ahmed

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SUMMARY

MSc Advanced Computer Science graduate from the **University of Strathclyde**, specializing in **front-end development** with hands-on experience building scalable, responsive, and user-centric interfaces for modern web applications. **Eligible to work in the UK** and eager to contribute technical expertise to innovative teams.

EDUCATION

MSc in Advanced Computer Science | University of Strathclyde, Glasgow, UK | 2024 – 2025

- **Modules:** Mobile Software Development, Business analysis, Information system and Deep Learning
- **Dissertation:** Conversational Search Agents Using ChatGPT and Large Language Models (69%)

WORK EXPERIENCE

Client Operations Lead | [24]7.ai | August 2021 – March 2023 | Bengaluru, India

- Led a team of **15+** agents providing customer chat and call support for Target (US), ensuring high service quality, seamless customer interactions, and efficient resolution of inquiries within **SLA guidelines**
- Utilized Salesforce and Axiom to streamline case management, track key metrics, and enhance workflow efficiency, leading to a **20%** reduction in average response time and improved service delivery
- Trained and mentored new hires, boosting productivity and improving first-contact resolution by **20%**

PROJECTS

AI Mock Interviews | *Technology Stack* - **Next.js 14, TypeScript, Firebase, Vapi AI, Gemini 2.0, TailwindCSS** | [Link](#)

- Engineered a **full-stack AI-powered platform** enabling voice-driven mock interviews, dynamic question generation, real-time transcripts, and intelligent AI-based feedback scoring
- Seamlessly integrated **Vapi AI** for natural conversation simulations and **Gemini 2.0** (Google Generative AI) to craft personalized, role-specific technical and behavioral questions
- Built a scalable **authentication system**, live transcript recording, dashboard management, and feedback analysis framework using Firebase Authentication, Firestore, and secure serverless functions

Text-to-Image AI Generator (SaaS) | *Technology Stack* - **MERN, ClipDrop API, Razorpay, JWT** | [GitHub Repo](#)

- Developed full-stack SaaS app using **React.js, Node.js, MongoDB, and RESTful APIs** to generate AI images from text prompts via Clipdrop API, reducing API costs by 30% through rate limiting
- Integrated Razorpay payment gateway with **JWT authentication** to enable secure credit purchases and user credit tracking using **MongoDB**, enhancing transaction security and user experience
- Designed **RESTful APIs** to track user credits, process payments, and store generated images using MongoDB, ensuring efficient data flow and **secure transaction handling**

CryptoCheck | *Technology Stack* - **React.js, Context API, React Router, CSS3, CoinGecko API, Google Charts** | [Link](#)

- **Designed and developed a full-stack cryptocurrency analytics platform** featuring real-time price tracking, multi-currency conversion (USD, EUR, INR), and **historical data visualization** using Google Charts.
- Implemented advanced instant search, auto-suggestions, and market-cap based **top-10 crypto rankings** to enhance user engagement across desktop and mobile devices
- **Optimized application performance**, achieving fast load times and seamless cross-platform responsiveness

SKILLS AND CERTIFICATES

- **Skills:** React.js, JavaScript, TypeScript, HTML, CSS, Bootstrap, Node.js, Express.js, MongoDB, RESTful APIs, MySQL, GitHub, Bitbucket, Postman, Bash scripting, IoT protocols (learning phase), Axiom, Figma (UI/UX)
- **Certifications:** Web Development Bootcamp (Angela Yu), Figma UI/UX Design (Vaki Shvili)