

# Mohammed Hasan

## Software Engineer

As a self-taught software engineer, I have developed a diverse skill set spanning front-end, back-end, infra management, and application monitoring. Rather than relying solely on theoretical knowledge from books, I have prioritized learning through hands-on practical experience. Working across a variety of organizations has provided me with invaluable industry insights. I have gained extensive experience, from conceptualizing and building products from the ground up to successful completion. Furthermore, I have had the privilege of contributing to numerous projects catering to diverse domains and cultural contexts.

### WORK EXPERIENCE

#### Graduate Trainee - Freshworks

Oct 2023 - Present

Greater Chennai Area, Tamil Nadu

- Streamlined Reporting Process: Designed and automated a job to generate daily, weekly, and monthly reports, delivering actionable insights and improving decision-making efficiency.
- Enhanced User Experience: Implemented a seamless file upload feature and developed a "Bulk File Download" option that efficiently manages large files in the background, saving users time.
- Improved System Monitoring: Built customized dashboards in Grafana to monitor key performance metrics and introduced a user-friendly way to track application health and exceptions.
- Simplified Survey Management: Launched a survey versioning feature to maintain historical records of survey data, ensuring accurate representation in reports and responses.
- Boosted Security: Applied an innovative validation approach to safeguard applications against security threats like XSS with minimal development overhead.
- Team Support and Guidance: Assisted and trained internal teams to onboard effectively, troubleshoot issues, and maximize the application's potential, fostering collaboration and productivity.
- Optimized Developer Workflow: Automated the generation of OpenAPI specifications, significantly reducing developers' workload and enhancing productivity.
- Innovated Survey Flexibility: Transitioned from traditional themed surveys to customizable, question-type-based surveys, improving adaptability for diverse use cases.
- Improved Customer Experience: Resolved numerous customer support tickets by directly interacting with users, understanding their challenges, and delivering tailored solutions.

#### Intern Trainee - Freshworks

Oct 2021 - Sept 2023

Greater Chennai Area, Tamil Nadu

- Project Leadership: Delivered a full-stack CSR management web application with a small team within one month, demonstrating project management and teamwork skills.
- Efficient Data Handling: Leveraged AWS SQS to streamline bulk contact updates as batch processes, enabling fast and reliable operations.

### CONTACT

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### SKILLS

#### Tech Stack:

- React (Javascript)
- Spring Boot (Java)
- Ruby on Rails
- Python (FastAPI)
- C
- MVC Pattern
- Microservice architecture
- OOPS Programming
- Dynamic Programming

#### Languages Known:

- English
- Tamil
- Urdu
- Hindi

### EDUCATION

#### University of Madras

Bachelor of Computer  
Applications  
Chennai, Tamil Nadu

#### Freshworks Software Academy

Full stack developer  
Certificate  
Chennai, Tamil Nadu

### DIGITAL FOOTPRINTS

[mohammed-hasan007.space](https://mohammed-hasan007.space)

 [LinkedIn](#)

 [Github](#)

 [Leetcode](#)

 [Tryhackme](#)

- Automated Weekly Reports: Developed a curated report generation system that automatically emails usage insights, ensuring stakeholders stay informed.
- Advanced Data Filtering: Created an intuitive filter view feature for better organization and analysis of data on both the front-end and back-end.
- Workflow Automation: Designed a workflow automation system to execute tasks based on pre-configured conditions, enhancing operational efficiency.
- Background Processing for Bulk Actions: Improved large-scale operations like response processing by implementing a robust background job system using AWS SQS.
- Internal Marketplace Application: Built an application to integrate and extend platform capabilities with plugins, enhancing functionality for internal teams.
- Customer-Centric Problem Solving: Began with resolving high-priority customer issues, gradually contributing solutions to complex challenges and delivering quality fixes.