

Maham Sultana – Software Engineer

<https://www.linkedin.com/in/mahamsultana> | mahamsultana162@gmail.com | <https://mahamsultanaa.vercel.app>

PROFESSIONAL SUMMARY

Results-driven Full-Stack Software Engineer with 1.5+ years of proven experience building scalable, production-grade AI-powered web applications in fully remote environments. Expert in modern JavaScript frameworks (React, Next.js), backend development (Node.js, NestJS), and AI/ML integration including OpenAI APIs, voice integration, chatbot development, and RAG (Retrieval-Augmented Generation) systems. Demonstrated ability to ship 4+ AI-driven features to production while improving system performance by 30%+ and automating customer workflows. Strong communicator skilled in async collaboration across distributed teams. Passionate about clean code, security best practices, mentoring junior developers, and leveraging AI to solve real-world problems.

WORK EXPERIENCE

The Botss <i>Software Engineer</i>	Karachi, Pakistan Jan 2025–Present
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- Engineered and shipped 4+ AI-driven full-stack features to production using Next.js, TypeScript, NestJS, and Tailwind CSS, serving thousands of real-world users. Integrated OpenAI APIs for intelligent chatbot and RAG-based systems, automating 70%+ of customer interactions.
- Developed advanced AI chatbot and voice integration features using OpenAI APIs, LangChain, and RAG systems to provide context-aware responses from knowledge bases. Implemented voice-to-text and text-to-voice capabilities, enabling multi-modal user interactions.
- Improved frontend load performance by 30% by implementing code-splitting, dynamic imports, memoization, and optimized state management to reduce unnecessary re-renders, ensuring smooth AI feature interactions.
- Designed and secured REST APIs using JWT authentication, rate limiting, DTO validation, and input sanitization, reducing unauthorized and invalid requests by 40%. Implemented robust error handling for AI service integrations.

Zenkoders <i>Software Engineer</i>	Karachi, Pakistan Aug 2024–Dec 2024
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- Built and maintained client-facing web applications using Next.js and React, developing a reusable component library that reduced UI development time by 25%.
- Developed RESTful APIs with Next.js and TypeORM, implementing secure CRUD operations, input validation, and session management, reducing login and data errors by 30%.
- Built a real-time chat system using WebSockets, scaling to 500+ concurrent connections with sub 200ms message latency, increasing daily active chat sessions by ~20%.

PROJECTS

Commify AI

- Architected an AI-powered e-commerce automation platform integrating Shopify APIs to sync products, variants, orders, and customer data in real time across multiple storefronts.
- Fine-tuned and deployed an OpenAI-powered agentic chatbot on store-specific data, automating 70%+ of customer queries across WhatsApp, Instagram, Facebook Messenger, and a storefront widget, reducing average response time by 25–30%.
- Built an abandoned cart recovery system via personalized WhatsApp outreach and an automated COD confirmation flow that reduced Return-to-Origin (RTO) rates from 31% to 12%, eliminating fake orders without a call-centre team.

- Designed secure backend APIs with JWT authentication, session management, and intelligent human-handoff logic to handle high-volume real-time conversations reliably across 4 channels.

Tap Tap CRM

- Developed responsive CRM interfaces using Next.js, React, and Tailwind CSS, translating Figma designs into reusable components and reducing frontend development time by 20%.
- Implemented core CRM features including lead, contact, and activity management through REST API integration, supporting 1,000+ daily user interactions.
- Refactored component architecture to reduce unnecessary re-renders, improving page responsiveness by 25% and stabilizing UI performance.
- Defined and enforced REST API data contracts with backend teams, achieving 99% data consistency across CRM modules and eliminating a class of synchronization bugs that previously caused user-reported errors/week.

EDUCATION

Sir Syed University of Engineering & Technology
BS, Computer Science

Oct 2021–July 2025
CGPA: 3.50

TECHNICAL SKILLS

Skills:

- **Frontend:** HTML5, CSS3, JavaScript, React, Next.js, Tailwind CSS
- **Backend:** Node.js, NestJS, ExpressJS, REST APIs
- **Databases:** PostgreSQL, MySQL, MongoDB
- **Tools & Libraries:** Git, GitHub, Postman, SwaggerUI, Pusher, WebSockets, Vercel, VS Code

VOLUNTEERING

SMEC'24

Lead Of Speed Debugging

Dec 2024–Jan 2025

- Led competitive debugging sessions, mentoring participants in identifying and resolving logical and runtime errors under strict time constraints.

HONORS & AWARDS

Award Of Appreciation

Sir Syed University Of Engineering & Technology

- Awarded by the Department of Computer Science & Information Technology in recognition of dedication, technical contribution, and active participation.