

TASKEEN HAIDER

Full-Stack Engineer

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EXPERIENCE

Tech Support Specialist

Ibex Global

📅 Sept2025 - Present

📍 Remote

- **Delivered premium technical support** for a major Fortune 100 technology client, specializing in the troubleshooting of digital accounts, media subscriptions, and smart home hardware.
- **Achieved rapid career progression**, advancing from Level 1 to Level 3 (Advanced Escalations) within the Digital & Device support department based on top-tier performance metrics.
- **Resolved complex, escalated technical tickets** involving IoT devices, network connectivity, and digital synchronization issues, ensuring a seamless user experience.
- **Guided users through step-by-step diagnostic procedures** using advanced internal ticketing and remote-troubleshooting tools.
- **Consistently exceeded stringent KPIs** for First Contact Resolution (FCR), Average Handle Time (AHT), and Customer Satisfaction (CSAT).

Web Developer Intern

Tech Vertex

📅 Jun2022 - Nov 2024

📍 Lahore

- **Collaborated within a cross-functional development team** to architect, build, and deploy modern web applications from the ground up.
- **Progressed rapidly through a modern tech stack**, mastering frontend frameworks (React, TypeScript, Tailwind) and robust backend architectures (Node.js, Express, PostgreSQL, MongoDB).
- **Utilized version control and collaborative workflows** (GitHub, code reviews) to maintain clean, scalable, and efficient codebases across multiple diverse project
- **Engineered secure and scalable APIs**, implementing JWT authentication, database management, and third-party integrations (Stripe, Appwrite).

Frontend Engineer (Apprentice)

Iridium Soft

📅 March2021 - Jan 2022

📍 Lahore

- **Developed responsive user interfaces** and maintained clean architecture using React.
- **Built reusable, high-performance UI components** for cross-browser compatibility.
- **Authored technical documentation** for frontend features and design systems.
- **Participated in code reviews and client consultations** to deliver interactive webapps.

TECHNICAL SKILLS

- **Programming Languages** - Node.JS, TypeScript, React
- **Databases** - MySQL, MongoDB
- **Web Skills** - Web Design, Web Development, HTML, CSS, JavaScript, WordPress, Git, npm
- **Operating Systems** - Windows, Linux

EDUCATION

BS Software Engineering

VirtualUniversityPakistan | Lahore

📅 2024 - 2028

Intermediate Computer Science

PunjabGroupofColleges | Lahore

📅 2022 - 2024

Matriculation

ChenabCollege | Shorkot

📅 2011-2022

NOTABLE PROJECTS

YAQAZAH Course App

- Developed a comprehensive e-learning platform designed to deliver structured course content and manage user enrollments efficiently. The website is hosted on YAQAZAH APP

Cine Vault API

- A full-stack movie database application featuring a robust Node.js, Express, and MongoDB RESTful backend paired with a modern React, Vite, and Tailwind CSS frontend.

Travel Agency Booking App

- Developed a comprehensive full-stack travel booking application featuring a dynamic, responsive user interface and interactive charts via Syncfusion.

PERSONAL SKILLS

- **Strong communicator** with the ability to work effectively across teams.
- **Organized and dependable** with solid time management and problem-solving skills.
- **Experience supporting team** members and providing guidance when needed.
- **Proficient in AI-driven development workflows** ('vibe coding'), leveraging high-level AI tools to accelerate rapid prototyping and project execution.