

Muhammed Ashir V

Full Stack Developer | 3 Years Experience

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Professional Summary

Dedicated software developer with 3 years of experience in designing and implementing web applications and automation workflows. Proficient in modern technologies such as **Node.js**, **PHP**, **Python**, **React.js**, **Express.js**, **MongoDB**, **Laravel**, and **MySQL** with a strong focus on real-time systems and AI chatbot integrations. Proven expertise in optimizing communication systems using Twilio and enhancing payment workflows with Stripe. Additionally, experienced in QA automation using tools such as **Selenium**, **Robot Framework**, and CI/CD pipelines to ensure software reliability and regression stability. Recognized for excellent teamwork, problem-solving, and communication skills, with the ability to deliver high-quality, user-centric solutions under tight deadlines.

Technical Skills

- **Programming:** JS (Node/React), PHP, Python, HTML, CSS
- **Backend:** Express.js, Laravel, REST APIs, WebSockets
- **Databases:** MongoDB, MySQL
- **Cloud/DevOps:** AWS (EC2, S3, RDS, CloudWatch), Jenkins, CI/CD
- **Comm & Payments:** Twilio (Voice, Video, SMS), Stripe
- **Testing/Automation:** Selenium, Robot Framework, TestRail
- **Tools:** Git, Jira, TestRail
- **Methodologies:** Agile/Scrum

Professional Experience

Software Developer

Nethram LLC | Sulthan Bathery, Wayanad

August 2022 – Present

- Delivered full-stack features using MERN and PHP stacks, improving user experience and performance.
- Built real-time communication services (Node.js + Express), enabling seamless interactions across web and telephony.
- Integrated OpenAI-powered chatbot features to automate customer queries and support workflows.
- Implemented Twilio (Voice/SMS) communication flows, reducing support latency and improving customer handling.
- Optimized MongoDB/MySQL queries and schemas for better performance and reliability.
- Participated in Agile processes, including sprint planning, code reviews, and QA collaboration.

Education

Bachelor of Technology in Computer Science and Engineering

Govt Engineering College Wayanad | Wayanad, Kerala

2018 – 2022

Projects

Chatex – Customer Support Communication Platform

- SaaS platform that enables customers to communicate via IVR, SMS, real-time web chat, and AI chatbot responses, with automated routing to support agents.
- Developed and deployed full-stack modules in Node.js, improving platform performance by **35%**.
- Integrated OpenAI-powered chatbot automation, handling 80% of inbound questions autonomously.
- Implemented Twilio workflows (Voice/SMS) and intelligent call/chat routing to agents, enhancing user support experience.
- Supports intelligent routing, conversational AI, and admin dashboards.
- Technologies used: [Node.js](#), [Express.js](#), Python, JavaScript, MySQL, HTML/CSS, Stripe, OpenAI, and Twilio.

Telecommunication Projects on Twilio

- Built real-time communication workflows via Twilio Voice/SMS, reducing manual support tasks by 40%.
- Integrated with Google Sheets for real-time data logging and analytics.
- Reduced manual data entry effort and supported scalable inbound data collection.
- Technologies used: Twilio APIs, Node, and PHP, Studio Flow,

QA Automation & TestRail Automation

- Automated end-to-end test cases in TestRail for autorun execution and improved test coverage.
- Integrated TestRail with CI/CD pipelines (Jenkins) to execute functional and regression test suites automatically.
- Technologies used: Selenium, Robot Framework, TestRail, Jenkins, Jira, Python/JavaScript (depending on what you used), AWS (optional)

Anonymous Chatting Application

- Developed an anonymous chat platform inspired by Omegle, enabling users to connect with random peers for real-time conversations.
- Built real-time communication using WebSockets for low-latency messaging and seamless session handling.
- Technologies used: Node.js, Express.js, WebSockets (Socket.io), JavaScript, HTML, CSS.

Soft Skills

- Strong communication and teamwork abilities
- Problem-solving and critical thinking
- Ability to work under pressure and meet deadlines