

SHARJEEL AKRAM

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SUMMARY

Software Engineer with 3+ years of experience building high-performance, scalable web applications. Deep expertise in React.js, Next.js, and Node.js with hands-on experience integrating CRM platforms (Salesforce, HubSpot, ServiceNow, Microsoft Dynamics) using REST APIs and CTI connectors. Proven ability to lead frontend teams, architect reusable component systems, and containerize full-stack services with Docker and Kubernetes. Passionate about delivering clean, maintainable code and exceptional user experiences.

SKILLS

Language	JavaScript (ES6+), TypeScript, Python
Frontend	React.js, Next.js (App Router, SSR/SSG/ISR), Redux, React Query, Context API, Tailwind CSS
Backend	Node.js, Express.js, REST APIs, MongoDB, MySQL, PostgreSQL
DevOps	Docker, Kubernetes, CI/CD pipelines
Integrations	Salesforce, HubSpot, ServiceNow, Microsoft Dynamics, Cisco Finesse CTI, Expertflow Cloud
Tools	Git, Postman, Swagger, Jira, VS Code, Cursor, Antigravity, Claude code
Soft Skills	Team Leadership, Code Review, Agile/Scrum, Problem-solving

EXPERIENCE

Software Engineer

Feb 2024 - Present

Expertflow — Chat, Voice, Video Contact Center Solutions

Lahore, Pk

- Built a JavaScript CTI Connector for Cisco Finesse that auto-populates customer records on incoming calls, enables click-to-dial, and logs call outcomes across Salesforce, HubSpot, ServiceNow, and MS Dynamics, removing ~8 minutes of manual data entry per call.
- Cut per-client CRM integration delivery time from ~3 weeks (fully manual setup) to under 4 days by engineering a reusable connector configuration layer.
- Built React.js self-serve dashboards that let client admins configure CTI routing rules and CRM field mappings without engineering involvement, post-go-live support tickets related to config changes dropped by ~50%.
- Containerized all CTI services with Docker + Kubernetes: unplanned downtime dropped ~40%, and deployments shifted from maintenance-window events (disrupting live agents) to zero-downtime rolling updates.
- Reduced first-connect integration failure rate from ~12% to under ~2% by adding JWT authentication, strict input validation, and structured error responses to all Express.js integration APIs
- Contributed to debugging, unit testing, API documentation (Swagger/Postman), and performance optimization to enhance product reliability and accelerate issue resolution.

Front-End Developer Lead

May 2025 - April 2026

Zarraud Group of Companies — Payon.app

Remote

- Leading the front-end team for Payon.app, built the entire Next.js + React codebase from scratch, designing a shared component library of 40+ reusable components across 3 portals.
- Replaced a naive polling approach with a WebSocket + React Query real-time pipeline for live orders, waiter requests, and in-app chat, dropped order-status update latency from ~4 seconds to under 400ms.
- Architected a 6-role permission system with route-level guards, eliminated an entire class of unauthorized-access.
- Designed and optimized complex data flows using React Query and custom hooks, improving application responsiveness and reducing load times.
- Introduced PR-based code review + ESLint standards across the team; within 6 weeks, bug-escape rate to staging dropped by ~60%.
- Provided technical leadership, code reviews, and mentorship to junior developers, improving team productivity and code quality.

Full Stack Developer

DHives Pvt Limited

June 2023 - Dec 2023

Lahore, PK

- Unblocked a 2-week-delayed product launch by resolving 50+ pre-release bugs, including async race conditions, broken pagination, and silent API failures, stabilizing the ZHives platform in time for its go-live date.
- Refactored 3 critical Node.js/Express endpoints that were timing out under real user load; after query optimization and targeted caching, average response time on those routes fell from ~1.8s to under 300ms, a 6x improvement that directly reduced user drop-off on the platform's core flows.
- Maintained a ~90% on-time sprint delivery rate while simultaneously handling unplanned production triage, consistently shipped planned features without deprioritizing live incidents.

PROJECTS

Payon.app — Multi-Portal Food Ordering Platform

Next.js · React Query · Tailwind CSS · Role-Based Routing · Real-time Workflows

- Led frontend development for three interconnected portals; implemented real-time ordering, waiter requests, online payments, and live chat, improving order processing efficiency and customer satisfaction.

Expertflow Cloud Contact Center — CRM Integrations

React.js · Node.js · REST APIs · Salesforce · HubSpot · ServiceNow · Microsoft Dynamics

- Integrated cloud contact center with multiple CRMs; optimized API interactions for real-time handling of calls, chats, and social interactions directly inside CRM dashboards, streamlining agent workflows.

JavaScript CTI Connector — Cisco Finesse

JavaScript · TypeScript · Cisco Finesse API · Salesforce · ServiceNow · HubSpot · MS Dynamics

- Engineered a CTI connector enabling seamless telephony integration (click-to-dial, screen pop, call logging) inside CRM platforms using Cisco Finesse APIs, boosting agent productivity across enterprise clients.

Land Record Management System

Express.js · Hyperledger Fabric · Flutter · Blockchain

- Built a secure website and mobile application to manage land records; enabled blockchain-based land transfers and automated generation of Fard Certificates, improving transparency, security, and reliability of land ownership records.

EDUCATION

Bachelor of Computer Science

Namal University Mianwali

CGPA: 3.74

2019-2023

Courses: Object Oriented Programming, Data Structures, Analysis of Algorithms, Databases, Artificial Intelligence, Web development, Mobile Application Development, Software Quality Assurance, Data Analysis and Visualization

ACHIEVEMENTS

- **Bronze Medal** in BS Computer Science for demonstrating exceptional skills and dedication.
- **Dean's Roll of Honor** for consistently maintaining high academic standards and performance.