

M. Moazzam Javaid S/O JAVAID SARWAR

EDUCATION & QUALIFICATIONS

Date of Birth: 17/06/1995	University of Hertfordshire (UK) of Computer Sciences)	2022 (Master
Email Address: Mohtashimjaved12@gmail.com	PUCIT Bachelors of Computer Sciences	2016
Contact Number: +44-7463-513857	Punjab group of colleges FSc (General Science)	2014
Current Location: UK, London	Society Public School Matric (Science)	2012

EXPERIENCE

Technologia hub (Remotely) UK (2022-CURRENTLY)

Designation: **Team Lead Software Engineer (AI Integration & VOIP System)**

Key responsibilities:

- **PBX Installation & Configuration:** Expertise in Asterisk, FreePBX, 3CX, FusionPBX, Issabel, Vicidial, GoAutoDial, and ViciBox setup (Windows, Linux, or Cloud).
- **Cloud & Hosted PBX Deployment:** Skilled in deploying PBX systems on AWS, DigitalOcean, and Azure with secure, scalable configurations.
- **SIP Trunking & VoIP Integration:** Setup and integration of SIP trunks (Twilio, Plivo, Telnyx), PSTN gateways, and multi-provider routing with secure SIP (TLS/SRTP).
- **Call Center Solutions:** Implementation of inbound/outbound call centers, predictive/progressive dialers, IVR, call queues, and real-time analytics.
- **CRM & API Integration:** Integration with Zoho, HubSpot, Salesforce, Twilio, and 3CX APIs; Asterisk ARI/AMI development and click-to-call features.
- **Automation & AI Features:** ChatGPT/Dialogflow IVR, AI voice bots, WhatsApp/SMS automation, and speech-to-text transcription.
- **Monitoring & Reporting:** Setup of dashboards, wallboards, campaign management, agent analytics, and live call reporting.
- **Security & Maintenance:** PBX hardening, SIP firewalls, server monitoring, backups, disaster recovery, and VoIP QoS optimization.
- **Custom Solutions:** Custom dialplans, call routing logic,

extension management, multi-language IVR, and voice

message recording.

- **Migration & Ongoing Support:** Seamless migration from legacy PBX systems and continuous performance optimization with 24/7 support.

Sol TiVo (Remotely)

(2019-2022)

Designation: **Assistant Software Engineer**

Key responsibilities:

- Sol TiVo is a company dedicated to helping businesses expand their brand potential and online presence.
- JIRA, Trello, AGILE, SCRUM
- Recognized as Top Performer three times consecutively for exceptional contributions and performance.
- Key Role in Securing \$2.5 Million Investment Played a crucial role in securing a \$2.5 million investment by delivering scalable, effective, and seamless solutions for customers.

Joined Caller Tech (Remotely)

(2019-2020)

Empowering businesses with cutting-edge, data-driven, AI-powered marketing and communication tools, delivering comprehensive and innovative solutions for maximum efficiency and impact.

- Developed a comprehensive VOIP system using Laravel, JavaScript, and jQuery.
- Integrated Data Driven APIs to get the insights of the customers providing detailed analysis of the customer background
- Integrated Third Party Communication Systems for seamless outbound and inbound call functionality.
- Implemented advanced features such as conference calling and call transferring.
- Enhanced backend efficiency with Nodejs, Laravel queues, events, and listeners, resulting in a fast and robust system.
- Secured the company's largest client to date, contributing to increase in annual revenues by optimizing backend systems

Joined Web Developer

(2017-2019)

- TechEd is an Offshore IT Solutions company providing the custom I.T solutions to their customers across the globe. •
- Software engineer working on diverse projects utilizing Laravel, CodeIgniter, JavaScript, and WordPress. •
- Actively participated in all phases of the Software Development Life Cycle SDLC .

- Delivered high-quality software solutions, demonstrating versatility and technical proficiency across various platforms and frameworks.
- Handled a portfolio of 10 large-scale e-commerce sites, overseeing all phases of development.

Technical Skills

- AI Development
- AI Websites and Software
- AI Mobile App Development
- AI Integration
- API Integration
- AI Automations
- Asterisk
- 3CX
- Twilio
- Call Center Solutions
- SIP Trunk Setup and Integration
- Wati.io
- Text Message Marketing Portals

Language Skills:

- HTML
- CSS
- JavaScript
- React
- Node.js
- Python
- PHP
- Django
- Laravel
- MySQL
- MongoDB
- AWS

