

Md. Al Arman, PMP®

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PROFESSIONAL SUMMARY

Dynamic QA manager with 14 years of experience in the tech industry. Proven expertise in QA functions and strategies, agile methodologies, project administration and stakeholder collaboration. Successfully managed some award-winning global enterprise products, leading cross-functional teams to deliver 50+ high-impact releases with zero critical usability issues, achieving a 95% customer satisfaction rate. As an entrepreneur, launched a SAAS platform, scaling 15+ products, serving 10K+ B2B merchants, reducing 50% operational expenses. Committed to continuous learning, driving innovation and creating value.

WORK EXPERIENCE

Software QA Manager, Nilavo Technologies Limited 🌐

Oct 2019 – Apr 2024
Dhaka, Bangladesh

- Planned and executed QA strategies aligned with business goals, reducing production defects by 70% and increasing software quality by 50%
- Oversaw 50+ successful releases, coordinating cross functional teams to deliver on time, achieving a customer satisfaction rate of 95%
- Directed the agile transformation and scrum practices within the organization, resulting in a 30% improvement in project delivery times
- Efficiently managed task priorities, resources and budgets, improving communication channels, optimizing team performance and fostering inter-department engagement, resulting in enhancing productivity by 25%
- Supervised security aspects across products and environments, collaborating with development team to resolve and maintain OWASP, GDPR standards
- Conducted R&D on different tools and technologies e.g. **Playwright, Percy, Notion**

Cofounder and CEO (Part-time), Storrea Limited 🌐

Jan 2016 – Jan 2023
Dhaka, Bangladesh

- Co-founded and led the first SAAS-based B2B ecommerce platform (Storrea.com 🌐) in Bangladesh for SME businesses
- Introduced a unified commerce module, streamlining inventory, customer, and order synchronization for online, offline, and POS transactions, reducing operational expenses by up to 50% for merchants
- Ideated, designed, and launched 15+ products, achieving 10K+ signups and 500+ paid customers, maintaining an ARR of \$50K while bootstrapping
- Successfully completed projects with 20+ partners in the business ecosystem, integrating services with banks, MFS, payment gateway aggregators, telecom operators, logistics providers, marketplaces, wholesalers, agencies, referrers, and trade bodies
- Handled content planning, execution, and distribution over Storrea platform, website and marketing campaigns, including 100+ ecommerce blog articles

Software QA Lead, Nilavo Technologies Limited 🌐

Mar 2016 – Sep 2019
Dhaka, Bangladesh

- Led and mentored QA team of 6 members that completed multiple projects maintaining global automation standards and QA processes
- Expanded test automation coverage up to 75%, significantly reducing regression testing time using **Cypress, Protractor, JavaScript**
- Executed comprehensive API tests using **RESTAssured, Postman**, ensuring seamless integration and functionality across all service endpoints
- Acted as the primary QA point of contact for clients and supports, improving client satisfaction through transparent communication and effective issue resolution

Senior Software QA Engineer, Nilavo Technologies Limited 🌐

Jul 2014 – Feb 2016
Dhaka, Bangladesh

- Spearheaded the coverage and development of regression testing suite ensuring backward compatibility and stability across all versions using **Selenium WebDriver, Java**
- Ran extensive load and performance tests, identifying bottlenecks and optimizing software performance by 25% using **JMeter, WAPTPro**
- Implemented rigorous testing standard, process optimization and test environment upgradation that improved issue resolution and delivery efficiency by 30%

Software QA Engineer, Nilavo Technologies Limited 🌐

Aug 2010 – Jun 2014
Dhaka, Bangladesh

- Increased test coverage by 30% through creating comprehensive test plans and test cases
- Identified, reported and troubleshooted 200+ bugs during development phases and post release
- Developed automated test scripts using **Selenium WebDriver, Selenium IDE, Selenium RC**, reducing manual test execution time by 60% and improved test accuracy

EDUCATION

Executive MBA , <i>Institute of Business Administration (IBA, DU)</i> CGPA: 3.36 out of 4.00	2019 – 2020
B.Sc. in CSE , <i>Islamic University of Technology (IUT)</i> CGPA: 3.55 out of 4.00	2005 – 2009

CERTIFICATES

• Project Management Professional (PMP) ↗	• Certified Scrum Master (CSM) ↗	• Certified Scrum Product Owner (CSPO) ↗
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SKILLS

Technical — SDLC, STLC Test Methodologies Test Automation Software Quality Assurance Load/ Performance Testing API Testing Bug Triage and Resolution
Project Management — Agile Project Management (Scrum, Kanban) Requirement Analysis Stakeholder collaboration Conflict Management Risk Analysis and Change Management Project Documentation
Product Management — Product Vision and Strategy Product Lifecycle Management Product Road Mapping Product Backlog Management Designing MVP Go-to-Market (GTM) Strategy
User Experience — User Acceptance Testing (UAT) User Experience (UX) Design User Training User Surveys Lead Management Customer Rapport
Team Management and Leadership — Data-Driven Decision Making Team Leadership Cross-Functional Team Management Staff Recruitment and Mentoring

TOOLS AND TECHNOLOGIES

Management Trello, Jira, Confluence, Azure DevOps, Slack, Figma, Zoho CRM, Zendesk, Pipedrive, G Suite, Microsoft Product Suite	Tech Agile, Scrum, Kanban, Waterfall, Java, Javascript, SQL, Selenium, Cypress, Playwright, Appium, Postman, RestAssured, JMeter, Github, Bitbucket, Burp Suite
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INTERESTS

• Playing Dota 2	• Fantasy Football/Cricket	• Technical Analysis
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