

FAYSAL AHMED

Career progression: Engineer → Tech Lead → Head of Product → Engineering Manager
→ Backend Lead → Lead IT (current)
Average tenure 14 months with consistent 1-2 level promotions

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Highly accomplished IT professional and Software Engineer with **5+ years** of proven technical foundation, specializing in backend systems within the **E-commerce** sectors. Possesses a **clear understanding of e-commerce architecture, secure checkout flows, real-time data pipelines, and application security**. Expert in leading end-to-end development of scalable software products, with full-stack expertise in **React, TypeScript**, and high-performance backend applications using **Node.js, NextJS and NestJS**. Adept at leveraging robust AWS infrastructure (e.g., Lambda, API Gateway, SQS) and extensive experience with relational and non-relational databases. Driven by a **customer-centric approach and a collaborative mindset**, consistently delivering significant business impact and **fostering continuous improvement and growth (Level Up)**.

-----SKILLS-----

Programming Languages & Frameworks

- **Core Languages & Runtimes:** Node.js, Python, Laravel (PHP), TypeScript
- **Backend Frameworks:** NestJS, Express.js, FastAPI
- **Frontend Technologies:** React.js, HTML5, CSS 3
- **APIs & Communication:** GraphQL

Cloud, Infrastructure & DevOps

- **AWS Services:** Lambda, API Gateway, SQS, SES, CloudFormation, CloudWatch, RDS, EKS
- **Architecture:** Microservices, Docker
- **Practices:** CI/CD Pipelines, Automated Testing, Performance Tuning

Databases & Tools

- **Databases:** PostgreSQL, Redis, MySQL
- **Tools:** Git, Jest, Visual Studio Code
- **Other Technical:** Product Roadmapping, Data Analytics, Business Acumen

-----PROFESSIONAL EXPERIENCE-----

Lead, Information Technology | Ghorer Bazar | Dhaka, Bangladesh

09/2024 - Continuing (15+ months)

- Implemented AI personalization via NestJS REST API and NextJS web application, projected to boost engagement and revenue by 15%.
- Managed IT product roadmap, aligning tech strategy with C-suite goals and ensuring 24/7 platform uptime.
- Used data analytics to enhance platform scalability, cutting infrastructure costs by 20% while enabling rapid expansion.
- Led an 11-engineer IT team, increasing productivity by 20% and upskilling 75% of members through fostering experimentation.
- Improved code quality and reduced defects by conducting frequent and thorough code reviews.
- Collaborated cross-functionally with engineers, product managers, designers, and stakeholders to define and deliver impactful product features.
- **Projects Developed:** Ghorer Bazar OMT (Order Management Tool), Ghorer Bazar ERP, Ghorer Bazar Website (E-Commerce), Ghorer Bazar DCM (Data Call Management Tool), Ghorer Bazar OMTPPM (Partial Payment System).

Backend Lead Software Engineer | BacBon Limited | Dhaka, Bangladesh

09/2023 - 08/2024 (12 months)

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- Led end-to-end development of three scalable Laravel API products with PostgreSQL, JWT authentication, and microservices, handling a 40% increase in concurrent users.
- Engineered and deployed NestJS authentication and notification microservices via Docker, achieving 150 ms average response time.
- Analyzed performance data and used TDD to reduce development time by 30%.
- Designed and implemented a high-performance Node.js API with Express.js, optimizing inter-service communication via message queues to enhance system efficiency by 25%.
- Collaborated with stakeholders to define product requirements, resulting in 85% of launched products achieving objectives and a 20% increase in stakeholder satisfaction.
- **Project Developed:** USAID E-Learning Platform for College Teachers (E-Learning).

Software Engineering Manager | Bit Byte Technology | Dhaka, Bangladesh

09/2022 - 08/2023 (12 months)

- Managed 15 engineers in the end-to-end product lifecycle for a travel booking platform and e-commerce products (NestJS microservices) on EKS, increasing team productivity by 60%.
- Leverage technical expertise to deliver outstanding, customer-centric product experiences.
- Led development of a robust travel booking site, integrating real-time availability APIs

and payment gateways, supporting over 5,000 daily bookings and handling a 200% peak traffic increase.

- Built data-driven reporting tools using Node.js and MySQL, optimizing travel booking workflows and improving operational efficiency by 10%.
- Implemented microservice architecture and AWS Lambda, enhancing platform scalability and reducing bugs by 40% for high-traffic travel features.
- Mentored 8 engineers on best practices, resulting in a 25% improvement in code quality and 15% reduction in critical bugs.
- **Established automated testing practices and CI/CD pipelines** on EKS, ensuring performance at scale while managing a platform that supported over 5,000 daily bookings and a 200% peak traffic increase.
- **Project Developed:** Monarch Mart (E-Commerce).

Senior Tech Lead | Apsis Solutions Limited | Dhaka, Bangladesh

05/2021 - 04/2022 (12 months)

- Led 20-person team in building client-facing web products (e-commerce microservices, WMS backend with NestJS), achieving 95% customer satisfaction.
- Launched Rasa AI chatbot, improving conversational accuracy by 20% through NLP enhancements.
- Collaborated with Product/QA to define specs and implement **automated testing and robust CI/CD pipelines**, increasing team productivity by 30%.
- Influenced stakeholders to adopt agile, aligning projects with business timelines.
- **Projects Developed:** Bengal Meat (E-commerce), SNO Warehouse Management, ChatBot.

Senior Full Stack Developer (Team Lead) | Quantanite | Dhaka, Bangladesh

05/2020 - 04/2021 (12 months)

- Owned development of real-time monitoring tools with Node.js and React.js, leveraging in-memory cache to update data every second, improving reporting accuracy by 4%.
- Collaborated with cross-functional teams to optimize customer workflows, reducing turnaround time by 20%.
- **Projects Developed:** HRM Tool, Taskeater Linkedin Scraper, Quantanite Website.

Manager, Software and Product | HandyMama | Dhaka, Bangladesh

05/2019 - 04/2020 (12 months)

- Developed and launched scalable web products using Laravel and React.js, integrating Stripe and Google Maps APIs to enhance user experience, driving a 10% uptick in usage.
- Created the backend for a service marketplace using NestJS.
- Led a 10-person team in the adoption and experimentation of serverless architectures on AWS, including microservices, improving deployment speed by 25%.
- **Projects Developed:** Handymama V2 (E-Commerce), Handymama ERP.

Software Engineer | Abridge IT Limited | Tokyo, Japan
07/2017 - 08/2018 (12 months)

- Designed, developed, and tested web applications using Node.js, Vue.js, and Laravel frameworks.
- Utilized Unity 3D engine to create immersive and interactive experiences for various platforms.
- **Projects Developed:** Kurumaya (Car rental service and E-commerce), Lawyer Management Platform, Remote Bridge (Mobile app for remote connection), VR Commerce Platform.

Software Engineer | Tiger IT Limited | Dhaka, Bangladesh
04/2013 - 06/2017 (48 months)

- Developed and maintained web applications using PHP and Grail frameworks.
- Implemented user interface components and features using C# and WPF technologies.
- Troubled and resolved issues with existing codebase and databases.
- **Projects Developed:** BuyFi (Restaurant Management System), Election Management System.

Junior Software Engineer | Nascenia IT | Dhaka, Bangladesh
07/2011 - 04/2012 (12 months)

- Developed and maintained web applications using PHP, WordPress, and Ruby on Rails.
- Implemented responsive design and user interface features using HTML, CSS, and JavaScript.

-----EDUCATION-----

B.Sc. in Computer Science and Engineering | Patuakhali Science and Technology University
| Patuakhali, Bangladesh
2006 - 2010

-----NOTABLE CERTIFICATION-----

- Technical Product Management – LinkedIn, Mar 2022
- Software Architecture Foundation – LinkedIn, Dec 2022
- New Manager Foundations – LinkedIn, Mar 2022
- Be the Manager People Won't Leave – LinkedIn, May 2023
- Succeeding in Web Development – LinkedIn, Jul 2020