

# Kaiser Kamruzzaman

## Software Engineer

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Portfolio: <https://kaiserkamruzzaman.com>



## PROFESSIONAL SUMMARY:

Experienced Software Engineer with a strong background in building scalable websites and enterprise web applications. Skilled in full-stack development, team collaboration, and managing multiple projects efficiently. A tech enthusiast and quick learner, passionate about implementing innovative solutions to enhance workflows and productivity.

## SKILLS

**Programming Language:** JavaScript, Typescript, PHP, Python, C/C++, SQL

**Frameworks:** ReactJS, NextJs, Laravel, Django, Node.js, ExpressJS

**DBMS:** MySQL, PostgreSQL, SQL Server, Oracle.

**Cloud & DevOps:** AWS(Certified Cloud Practitioner), GitHub Actions, CI/CD, Jenkins, Terraform, Docker, Kubernetes, Infrastructure as Code (IaC), Networking (VPC, Security Groups, Load Balancer), Linux, Nginx, Monitoring & Logging, Bash/Shell Scripting.

**Tools:** VS Code, Git, GitHub, Postman, Chrome DevTools, Docker Desktop, npm, Yarn.

**Language:** English (Fluent), Deutsch (B1)

## EXPERIENCE

### Software Engineer

February 2022 – Present

*K Line Europe GmbH*

Düsseldorf, Germany

- Designed and implemented an automated pouch printing system, resulting in a 30% increase in production efficiency and a significant reduction in human error.
- Designed and developed a dynamic case card system with integrated QR codes, streamlining the production process by consolidating all essential information from treatment 3D printing to shipment.
- Developed a Service Level Agreement (SLA) workflow for customers and distributors, significantly enhancing the production process (20%) and enabling the sales department to accurately calculate earnings and revenue.
- Managed the development of an OEM portal for doctors and distributors, streamlining order management, communication, and production tracking while preserving brand identity.

### Programmer

July 2019 – December 2020

*Digicon Technologies Limited*

Dhaka, Bangladesh

- Developed and managed complaint management systems, boosting call center efficiency and reducing information errors by 25%.
- Created a complaint management web portal for the malaria pandemic, adopted by Dhaka City Corporation.
- Designed and developed a Task Management System to assign, track, and monitor employee tasks across departments.

## PROJECTS

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### **MES** | *NextJS, ReactJs, NodeJS, ChartJS, PostgreSQL, Prisma*

- Developed a web application that enhanced collaboration among over 10 teams working across 20 different production steps at K Line Europe GmbH.
- Enabled real-time tracking and tracing of production status for every product, from start to shipping.
- Integrated advanced analytics to assess overall, team, and individual employee performance.
- Improved daily production nearly sevenfold, with API integration for data collection and notifications, significantly aiding in forecasting.

### **Portal for Doctors and Distributors** | *NextJS, ReactJs, NodeJS, PostgreSQL, Prisma.*

- Developed an OEM portal for doctors and distributors to manage orders, communicate with the company, and track production and shipment status.
- Integrated with MES to automate production, allowing OEM providers to interact with K Line while maintaining their brand identity.
- Designed the portal for easy customization, enabling clients to apply their own branding.

### **Complaint Management System** | *PHP (OOP), MySQL, HTML, CSS, JavaScript, JQuery*

- Developed and maintained a Complaint Management System to streamline customer issue tracking and resolution within the BPO environment.
- Implemented key modules including user authentication, complaint logging, status tracking, and report generation.
- Optimized database queries and session handling to improve system performance and reduce page load time by 30%.
- Automated daily reporting workflows, reducing manual effort and improving transparency between agents and supervisors.

## EDUCATION

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### **Frankfurt University of Applied Sciences**

Master of Science in High Integrity Systems [2022 – 2026]

### **American International University-Bangladesh**

Bachelor of Science in Computer Science & Engineering [2015 – 2018]