SYED NUR.A.RABBI JIM

• +8801777437124 • syednur.jim@gmail.com • syednur.com
• linkedin.com/in/syednurjim
• github.com/Syed997

EDUCATION

Bachelor of Science in Computer Science and Engineering January 2018 – October 2022
BRAC University *Dhaka, Bangladesh*

EXPERIENCE

Assistant Software Engineer December 2024 – Present
RedDot Digital Limited *Dhaka, Bangladesh*

- Developed and customized SigNoz (APM) dashboards, integrated infrastructure and application opentelemetry, and implemented DevOps scaling strategies for high availability and optimal performance.
- Enhanced ProcessMaker 4 (Laravel) workflow automation platform through core-level customizations, including SMS integration, custom email integration, and automated process design.

Software Engineer Trainee April 2024 – November 2024
RedDot Digital Limited *Dhaka, Bangladesh*

- Contributed in the development of Robi Shareholder Management System(RSMS).
- Key role in the development dockerize version of Robi Shareholder Management System.
- Contributed in the development of IFRS website for Robi.
- Delivered sprint-wise client requirements with a focus on exceeding expectations.

Software Engineer Intern October 2023 – March 2024
RedDot Digital Limited *Dhaka, Bangladesh*

- Worked on the eCommerce and ERP team as a Full-Stack Web Developer

TECHNICAL SKILLS

Languages: Java, Python, JavaScript, PHP, HTML, CSS
Frameworks / Libraries: Laravel, Odoo, React.js, Bootstrap, TailwindCSS
Database Systems: PostgreSQL, MySQL, Clickhouse
Others: GitHub Actions, Docker
Developer Tools: Git, Visual Studio Code, NetBeans, PyCharm, Android Studio, Z Shell

TOP PROJECTS

APM (Infra and Application Monitoring System)

- SigNoz-based observability platform, enabling real-time monitoring and performance analytics across infrastructure and applications. Developed and customized dashboards for actionable insights, and integrated opentelemetry at both infra and application levels. Contributed to DevOps efforts for scaling and high availability, ensuring optimal system performance. Implemented custom metrics and alerting mechanisms to improve incident response. Collaborated with cross-functional teams to enhance observability workflows and optimize resource utilization.

Workflow (Processmaker 4)

- ProcessMaker 4 workflow automation platform built on Laravel, enhanced through core-level customizations to address complex business requirements. Implemented SMS integration for real-time notifications and developed custom email integration to support advanced communication workflows. Designed and deployed multiple automated processes to streamline operations and improve efficiency. Collaborated closely with stakeholders to ensure process designs aligned with organizational goals and compliance standards. Extended the platform's capabilities through robust, maintainable Laravel-based feature development.

ROBI Shareholder Management System

- Robi Shareholder Management System, a full-stack website built by Python and Odoo framework, enabling efficient management of shareholder information, taxes and finances. Collaborated on both backend and frontend development, ensuring seamless usability and regulatory compliance. Played a key role in deploying the system using Docker and Docker Compose.