

# MD. SADDAM HOSSAIN

Software Engineer II

Dhaka, Bangladesh

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## Professional Summary

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Software Engineer with 5.5+ years of experience building scalable web applications across Customer Experience (CX) platforms, enterprise SaaS, SDKs, ERP, and e-commerce solutions. Proven ownership of complex frontend systems, mission-critical production debugging, and cross-team collaboration in high-availability environments. Promoted to Software Engineer II for consistent delivery, technical leadership, and high-impact contributions to customer-facing CX systems. Passionate about clean code, accessibility (WCAG/a11y), and test-driven development.

## Professional Experience

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### Software Engineer II

**UJET.CX — San Francisco, CA, USA (Remote)**

*June 2022 – Present*

*Software Engineer — Core Admin Portal*

- Developed core Admin Portal features directly impacting customer experience and operational efficiency.
- Implemented dynamic queue positioning, language localization, and configuration-driven workflows.
- Resolved critical production bugs affecting live customers with minimal downtime.
- Maintained clean, reusable code through strict reviews and unit tests using Jest.

*Software Engineer — Web SDK*

- Contributed to UJET Web SDK in collaboration with Google engineering teams.
- Delivered critical epics including Custom Forms and Accessibility (WCAG / a11y) improvements.
- Improved SDK codebase by introducing and enforcing linting standards, enhancing maintainability, consistency, and overall developer experience.
- Proactively fixed potential production issues before customer impact.

*Software Engineer II — Core Calling Functionality*

- Promoted to Software Engineer II and transitioned to core calling functionality team.
- Owned complex customer escalations directly from production environments.
- Resolved a high-impact after-hours issue where call deflection logic was not honored, restoring correct system behavior.
- Ensured long-term stability via clean code practices and maintained test coverage.

### Software Engineer (Team Lead)

**SELISE Digital Platforms — Bangladesh**

*Oct 2020 – May 2024*

- Led frontend development of a high-impact MVP from scratch, owning planning, estimation, and delivery.

- Managed and mentored frontend engineers; collaborated with backend, QA, and product teams.
- Delivered MVP 3 months ahead of schedule while maintaining high engineering quality standards.
- Established clean code standards and reusable architecture adopted across the team.
- Recovered a vulnerable project team and successfully stabilized delivery, saving the project.
- Solved a complex issue in a crypto-based application that had blocked multiple engineers.

### Assistant Software Engineer

eSecureSoft Technologies Ltd — Bangladesh

Aug 2020 – Oct 2020

- Translated business requirements into frontend designs and implementations.
- Built responsive, cross-browser compatible user interfaces.
- Integrated REST APIs with frontend applications.

### Software Developer Intern

Flyte Solutions — Bangladesh

Jun 2020 – Aug 2020

- Designed and developed responsive web pages optimized for multiple devices.
- Assisted in frontend development using React and modern JavaScript.
- Collaborated with senior engineers to implement UI features and fix bugs.

## Technical Skills

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**Languages:** JavaScript, TypeScript, Python

**Frontend:** Angular, AngularJS, React, Next.js, Vue.js, Lit, Material-UI, Angular Material, Tailwind CSS

**Backend:** Django, Django REST Framework, Node.js

**Testing:** Jest, Vitest, Unit Testing, End-to-end (E2E)

**Databases:** MongoDB

**Tools:** Git, GitHub, GitLab, VS Code

**Concepts:** Clean Code, Accessibility (WCAG/a11y), Code Review, Production Debugging

**Languages:** English, Bengali

## Selected Projects

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### Global Brand eShop

2021 – 2022

- Built a full-scale e-commerce platform with admin and client-facing applications.
- Implemented authentication, secure payments, product catalog, and inventory management.

*Tech: Angular, Angular Material, Django, PostgreSQL*

### Recruiting Women & Moms

2022 – 2023

- Developed a job-matching platform connecting recruiters with women and mothers.
- Supported recruiter, candidate, and admin workflows.

*Tech: Angular, Angular Material, .NET Core, MongoDB*

## Education

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### Bachelor of Science in Computer Science

Bangladesh University of Business and Technology (BUBT)

CGPA: 3.84 / 4.00