

Md. Shah Alam

Web application developer

Narayanganj, Bangladesh

shaha2266@gmail.com

+880 1777 330633

[\[Github\]](#) [\[Linkedin\]](#) [\[Website\]](#)

Career Summary

Web Application Developer with 9+ years of professional experience in full-stack development, system optimization, and enterprise application design. Specialized in PHP (Laravel), JavaScript, SQL, RESTful & GraphQL APIs, scalable database architectures, and SDLC-driven application development. Strong background in telecom billing systems, ETL processes, CDR analysis, and revenue assurance. Demonstrated ability to improve system efficiency, automate workflows, and optimize large datasets for faster and more reliable processing. Passionate about writing clean, maintainable code and delivering secure, high-performance web solutions.

Skills

❖ Core Technical Skills

- **Languages:** PHP (Laravel), JavaScript, Python
- **APIs & Architecture:** RESTful APIs, GraphQL, MVC, SDLC
- **CMS & Platforms:** WordPress, WebFlow, Framer
- **Frontend:** Vue JS, Bootstrap, Tailwind CSS, jQuery, HTML5, CSS3
- **Database:** MySQL, MSSQL, PostgreSQL
- **DevOps & Build Tools:** Docker, NPM, Vite, Webpack
- **Version Control:** Git
- **Graphic Tools:** Photoshop, illustrator, Figma, Blender and Camtasia
- **Engineering Practices:** Performance optimization, web security, accessibility, responsive design, cross-browser compatibility, CLI

❖ Telecom Billing & Data Expertise

- **Billing Platforms:** Oracle Billing and Revenue Management (BRM), CBOSS Billing & Revenue Management, Ericsson Revenue Manager
- **Data Engineering:** ETL pipelines, CDR validation, Large-scale data processing
- **Data Analysis Tools:** SQL, Microsoft Excel, Power BI, Tableau
- **Revenue Assurance:** Pricing configuration, invoicing automation, P&L analysis
- **Project & Collaboration Tools:** Microsoft Project, Microsoft Teams, Asana, Trello, Slack

Professional Experience

Bangla Trac Communications Limited, Banani, Dhaka-Bangladesh | August 23, 2015 – Present

<https://www.btraccl.com>

Assistant Manager | Web Applications

❖ Key Responsibilities & Impact

- Designed and developed a server monitoring and reporting system, reducing server downtime and saving **120+ hours per month** through automation.
- Implemented an efficient **resource management system**, boosting team productivity and reducing expenses through effective resource allocation.
- Utilized advanced SQL querying and scheduling techniques to manage large datasets, significantly reducing data processing time and improving business efficiency.

- Designed a **voice call rate analysis and integration module** with destination-wise rate comparison, preventing billing discrepancies and revenue loss.
- Built and maintained **ETL pipelines** for processing **millions of Call Detail Records (CDRs)** with strict data accuracy requirements.
- Developed real-time dashboards and management reports using **Tableau** and **Power BI** for operational and financial insights.
- Configured pricing models, automated invoice generation, and ensured accurate billing through SQL-driven workflows.
- Managed and optimized billing infrastructure, including **load balancing, failover strategies, and system security hardening**.
- Developed financial models for **profit & loss (P&L)** analysis, supporting data-driven business decisions.
- Administering, configuring, and maintaining billing software, including customization and API integrations to meet business needs.

blinto.co, Mirpur, DOHS, Dhaka, Bangladesh | August 21, 2015 – November 30, 2016
<https://blinto.co/>

❖ **Full Stack Web Developer (Remote)** | August 21, 2015 – December 30, 2016

- Developed **Laravel-based e-commerce platforms** with secure payment gateway integrations.
- Built an online doctor appointment system using WordPress and JavaScript, improving booking efficiency and user accessibility.
- Designed and delivered **responsive websites and admin control panels** using PHP, JavaScript, MySQL, and Bootstrap.
- Customized admin dashboards to streamline content management and internal operations.

❖ **Full Stack Web Developer** | March 24, 2014 - August 20, 2015

- Designed and developed web applications using PHP and MySQL following MVC principles.
- Customized and developed **WordPress themes** based on client and business requirements.
- Converted PSD designs into **responsive, cross-browser-compatible HTML/CSS templates**.

Education

B.Sc. in Computer Science & Engineering
 Southeast University, Dhaka-Bangladesh

Training

Windows and SQL server
 IBCS-PRIMAX Software (Bangladesh) Ltd
 Dhanmondi R/A, Dhaka-Bangladesh