

Md Sharifur Rahman

✉ sharif.rahman0506@gmail.com ☎ +358417235401 📍 Yo-Kyla 2D 32, 20540 Turku, Finland
in LinkedIn 🐙 GitHub 📖 Stack Overflow 🎯 LeetCode Profile

OBJECTIVES

Passionate full-stack web application developer with expertise in building secure, scalable applications and with a comprehensive skill set spanning front-end and back-end technologies, databases, programming languages, and mobile app development. I've almost 6+ years of professional experience in software development and have proven my ability with a positive attitude to work independently or as part of a team. Seeking a role in building a front-end/back-end development where I can leverage my expertise to contribute to innovative projects.

SKILLS

Front-end Technologies:	• HTML • CSS • JavaScript • JQuery • Bootstrap • React JS
Back-end Technologies:	• PHP • Node • Symfony Framework • Laravel Framework • Lumen • Express JS
Databases:	• MySQL • SQLite • MongoDB • Oracle
Programming Languages:	• C • C++ • Java • Python • TypeScript
Mobile App Development:	• Ionic Framework • React Native
Version Control:	• Git • SVN • Github • GitLab • Bitbucket
Project Management:	• Agile Development • SCRUM • Kanban • Jira • Trello
Other Technologies:	• AWS SDK • Stripe • Redis • REST API • Facebook Graph API • Docker • Figma
Operation Systems:	• Linux (Ubuntu) • MacOS • Windows
Documentation:	• Latex • Microsoft Office

WORK-EXPERIENCE

VANTAGE LABS LLC | SOFTWARE DEVELOPER

September 2021 – August 2023 | Dhaka, Bangladesh

- Collaborated as a full-stack developer across teams to integrate features seamlessly into the CRM application and developed a Marketing Automation SAAS application.
- Created a marketing automation tool for internal use, leading to 3 new clients.
- Worked on PHP, Symfony Framework, Javascript, JQuery, MySQL, Amazon SES and Stripe

GENUITY SYSTEMS LTD. | SOFTWARE ENGINEER

July 2018 – September 2021 | Dhaka, Bangladesh

- Worked as a full-stack developer on the development of core applications and services.
- Successfully developed and deployed 2 new applications, catering to the needs of multiple clients enhancing overall efficiency and user satisfaction.
- Trained junior developers and effectively assigned tasks optimizing team productivity and project delivery timelines.
- Utilized a diverse tech stack, including PHP, Laravel Framework, Lumen, Javascript, ReactJS, Node, Express Js, MySQL, and MongoDB, to create robust and scalable solutions.

QUBEE | SYSTEM ENGINEER (IT AND BILLING)

August 2017 – July 2018 | Dhaka, Bangladesh

- Spearheaded efforts to enhance core billing applications, implementing critical updates for improved functionality.
- Innovated and developed a mobile payment automation feature, drastically reducing customer mobile payment processing time from 24 hours to an impressive 5 minutes.
- Worked on PHP, Java, Javascript, JQuery, MySQL and Oracle.

DIVINE IT LIMITED | INTERN SOFTWARE ENGINEER

January 2016 – June 2016 | Dhaka, Bangladesh

- Collaborated with the web development team to gain hands-on experience in various aspects of web development and the company's proprietary web development framework.
- Worked extensively on the VoIP (Voice over Internet Protocol) application's logging and reporting features.
- Worked on PHP, Customized MVC Web Development Framework, Javascript, JQuery, MySQL.

PROJECTS

MYFLAVORIA | FOOD INFORMATION AND RESEARCH APPLICATION

September 2023 – Present | Ionic Framework, React, TypeScript, GitLab, Trello, Figma

- Developing the improved user interface of an existing progressive web application (PWA) application built using the Ionic framework with React as a Capstone Project of the university course.
- Gather feedback from the end users by doing the survey and plan future improvements to MyFlavoria application.

ADAPTIX | MARKETING AUTOMATION PLATFORM

September 2021 – August 2023 | Symfony Framework, JQuery, MySQL, AWS, Stripe

- Developed the platform with features like automation workflow design, email & sms marketing, customer segmentation, email builder and dashboard with rich analytics.
- Improved marketing efficiency by 30%, as evidenced by streamlined workflows and reduced manual intervention.

SMART IVR | WEB-BASED IVR SOLUTION

October 2019 – November 2020 | Proprietary MVC framework, React JS, MySQL

- An internet-driven service with audio and visual representation resulting in call zero-outs, improved call routing, and increased service utilization with rich reporting features.
- Delivered quick and efficient customer service with multimedia support, a seamless and user-friendly experience that enhanced customer satisfaction.

SKYDIVE | DIGITAL MARKETING ON SOCIAL PLATFORM

January 2019 – September 2021 | Node, Express JS, React JS, MongoDB, Graph API

- The platform allows brands to respond quickly, engage personally, monitor, and support customers on their preferred social networks such as Facebook and Twitter
- Transformed traditional customer service approaches by leveraging social media, resulting in quicker responses and significant cost reductions.

GPLEX CONTACT CENTER | CONTACT CENTER SUITE

July 2018 – September 2021 | Proprietary MVC framework, JQuery, MySQL

- A comprehensive set of modules and features including Automatic Call Distribution (ACD), Interactive Voice Response (IVR), Web Chat, Wallboard, and a Dashboard.
- Improved operational efficiency for multi-channel contact centers, resulting in cost savings leading to a 25% improvement in call resolution efficiency.

BKASH PAYMENT AUTOMATION | Automation of Customer's Payment through MFS (BKash)

January 2017 – January 2018 | PHP, REST API, MySQL

- An automated system to collect customer's payments of their monthly bill through mobile payment channel (BKash) and significantly enhanced customer experience and satisfaction by providing swift and efficient payment processing.
- Improved operational efficiency for multi-channel contact centers, resulting in cost savings leading to a 25% improvement in call resolution efficiency.
- Customer's payment records logged and generation of multiple reports from this project helped the accounts team.

EDUCATION

UNIVERSITY OF TURKU | MASTER'S DEGREE IN SOFTWARE ENGINEERING (MINOR - DATA ANALYTICS)

AUGUST 2023 - PRESENT | TURKU, FINLAND

UNIVERSITY OF DHAKA | BACHELOR'S DEGREE IN SOFTWARE ENGINEERING

JANUARY 2013 - DECEMBER 2016 | DHAKA, BANGLADESH

COURSES

Sr.Software Developer-Team Lead | Vantage Labs LLC

Email: mahtonu@email.vantage.com

Phone: +1 (267) 746-5015

New Hope, USA

Senior Developer | Visma Amplio Oy

Email: sheikh.bin_enam@visma.com

Phone: +358417258928

Espoo, Finland

LANGUAGES

Bengali • Mother tongue

English • Fluent (IELTS Score: 7.0 out of 9.0)

Finnish • Beginner

REFERENCE

M A HOSSAIN TONU

Sr.Software Developer-Team Lead | Vantage Labs LLC

Email: mahtonu@email.vantage.com

Phone: +1 (267) 746-5015

New Hope, USA

SHEIKH BIN ENAM

Senior Developer | Visma Amplio Oy

Email: sheikh.bin_enam@visma.com

Phone: +358417258928

Espoo, Finland