

## SHAH BAIZID AREFIN

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### OBJECTIVE

- Develop and deploy innovative solutions for clients
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- Foster deep relationships within the Ecosystem
- Lead with a 'client first' mindset to solve clients' biggest challenges
- Embrace a sales attitude to accelerate technology adoption
- Optimize through automation and new modes of human-machine collaboration
- Create a top workplace for technology talent with flexible career experiences
- Motivate and cultivate a technology culture across the industry Focus on next-generation areas (New Languages, Liquid Workforce, Crowdsourcing, Open Source, etc.)

### CAREER SUMMARY

With over 12 years of experience in web and mobile application development, I have specialized in consumer-based applications, digital communication, and information exchange through various digital products like websites, mobile apps, and chatbots. Currently, as a Service Delivery Specialist at Nagad, I deliver financial applications and facilitate system integration and migration. My previous roles include Technology Operation Lead at Golpo Communications and Middleware and Order Management expert at Accenture Bangladesh. I have a robust background in application development, design, and integration, with a focus on large-scale software and IT management. My academic background includes a Masters in Information Technology, a BSc in Computer Science & Engineering, and an MBA in Management.

### KEY SKILLS

#### **Technical Skills:**

Front End: HTML5/CSS3, JavaScript, jQuery, Typescript, Angular.js  
Back End: Java, PHP, J2SE/J2EE, OOP, Microservices, JSP, Servlet  
Frameworks: Spring Boot, Spring Security, Laravel, Asp.net, Groovy  
Data Stores: MySQL, Oracle, RDS, PL/SQL, Redis, ActiveMQ  
Mobile Apps: Android, Ionic, Flutter  
ORM: Spring Data JPA, Hibernate, Doctrine, Entity Framework  
Testing Tools: Junit, XMLUnit, JMeter  
API Doc: Swagger, GraphQL, APIs (REST, JSON)  
Build / Deployment: Maven, Gradle, Jenkins, Docker, Kubernetes  
Web Servers: Apache Tomcat, Apache HTTP Server, Nginx  
Operating Systems: Linux, Ubuntu, Windows  
Project Management: MS Project, Trello, Jira, Bitbucket  
Interest to learn: Objective-C, Full Stack

**Professional Skills:**

DevOps, Software and Application Development, Product Design & Project Management

**Enterprise Solution:**

Large scale software management, product development, project management, Telecom and Mobile Finance, and operations in Server-side application module

Software Engineering and Architect: Domain models, HLD, LLD, Layout design, end to end solutions for consumer-based apps and full-stack programming concepts

DevOps: Coding and Scripting, Understanding of Support Tools, Integration, and Bug Fixing

UI/UX Design: Prototype design, Human-Computer Interaction, Front End Design for multiple devices like Mobile and Web, Figma, Draw.io

Cloud, Analytics and Advertisement: Google Analytics, Facebook Business, Pixel, SEO/SEM, Netcore, Adjust, Firebase, Google Cloud Console.

**EXPERIENCE**

Total: 12 years 8 months

**Senior Manager – Service Integration, Nagad Limited, Bangladesh, October 16, 2022 – Continue (24 Months)**

Managing projects by analyzing, planning, designing, developing and executing project/service deliverables of Financial applications and propose technological solutions that will fulfil business needs while integrating together with other digital strategies, processes and initiatives. Driving solutions to meet scalability, and support application requirement such as certificates, API document, network connectivity with strategic plans to business functions. Managing expectations, monitor and track project progress with excellent risk and dependency management among multiple stakeholders and review and provide consultancy to stakeholders from an architectural perspective, assessing on technical viability and also the practicality of the projects to align with the business needs. Compiling technical documents (BRD, SRS, FRS etc.) as per the technical & business requirements, support as agile coach for development lifecycle, DevOps, Network/Infra and QA team ensuring the cluster strategic projects so that projects are executed in accordance with the defined framework and standardized project management methodologies, best practices and processes.

**Technology Operation Lead, Golpo Communications Limited, Bangladesh, December 2, 2017 – October 2, 2022 (58 Months)**

Supervising all digital products like mobile apps, solutions for digital services, web applications, webpages, etc. from various clients local and outsource. Analyzing client's requirements, scope, and deliverables. Ensuring operation, maintenance, and bug fixes of existing in-house projects. Reporting, checking code security, networks, repository, building environment for users, clients, and all stakeholders by demand.

**Co-Founder, Tech & Ops, dccmarket.shop, Bangladesh, February 2, 2017 – December 1, 2017 (9 Months)**

Entrepreneur marketplace-based eCommerce, retail management from scratch. Developing business tools and manuals for operations. Managing the company's P&L, working with investment programs, and monitoring regular operations. Developing inhouse projects for facilitating business and market considering ecommerce and crowdsourcing application.

**Application Development Associate, Accenture Bangladesh, October 14, 2014 – November 30, 2017 (37 Months)**

Developing, designing, and maintaining technologies that improve the way our clients and the world works. Supporting the core of Accenture's Technology business, they use curiosity to solve Technology problems through developing, designing, and maintaining software products or systems that enable client strategies. Working in challenging and dynamic environments, they use their versatility to create and support technology solutions that meet client requirements

from analysis to implementation. Providing DevOps support to service center through Manage Engine, supporting to solve key risk factors in ticket tools and escalation.

### **Key Responsibility**

API and Connectivity: Managing GP's API protocol and services with SAP system. Service Integration Comviva and SAP ERS module

Development of Provisioning system: Modifying on basis of requirement or bug fixing on Roaming, FnF, Product Migration, CallBlock, Pre-Post Migration, Campaigns (IRIS)

Operation & support: SIT and UAT support, Managing SAP server and environment

Project: Managing Roadmap AM/AD items, project management and requirement analysis

### **Web Developer, WinMac System, June 2014 – October, 2014 (5 Months)**

Development in MVC Projects

Reusability Framework (Developing APIs)

Modular Based Applications (ERP)

### **Software Developer, Ethics Advanced Technology Ltd., February 1, 2014 – May 1, 2014 (4 Months)**

EATL App store

Mobile Apps Development, Android

Training, Capacity building in Apps Development

### **Developer, Acrostic Byte, June 2013 – January, 2014 (6 Months)**

Design pattern Implementation

Web apps & web service development

In house project APIs and documentation building

### **CONTRACTUAL**

#### **Android trainer (Contractual), MoICT**

Core Java, Java UI/UX Design, Google Maps and XML/JSON Parsing

Content Enhancement, Government Mobile Apps Capacity Building Program

5days Training at CoU, CUET, UITS

#### **Apprentice (Customer Experience, Market Operation), Robi Axiata Ltd. 2011 – 2012 (9 Months)**

Inbound and Outbound Calls

RSP/Master Channel Support

### **CERTIFICATION**

- Certified Scrum Product Owner (CSPO) by Scrum Alliance (Credential ID 001636286)
- Certified ScrumMaster (CSM) by Scrum Alliance (Credential ID 001636286)
- Google Cloud Certification: DevOps Engineer Specialization (Credential ID W2JFV74IZCRP)

### **TRAINING**

- UN Sustainable Goals in Megacities 2030, Future City Summit, Hongkong University
- National Mobile Application Awareness & Capacity Building Program, Ministry of ICT
- Certified in mobile application development using JAVA/Android
- Project Management Preparation, PMaspire
- Frontend Developer Bootcamp (275+ hrs, 10 Courses, Intermediate-Advanced)
- Product Ideation, Design, and Management Specialization (10 hrs a week)

## **PRODUCT PORTFOLIO**

- Banking IT Assets Technology User Interface, Application developed by ASP.Net, Automatic system for IT assets deployment, support, and IT helpdesk
- Ecommerce - Bespoke Solution for Products (category: food, fashion, electronics, grocery), Single vendor/multivendor, 5 different branch of solution customer, supplier, delivery apps, Store Management - Retail POS, Payment, & 100+ features in PWA solution
- Hybrid mobile apps for crowdsourcing project food sharing digital service based on PHP backend, Ionic 3, Angular and Amazon Cloud
- Lightweight ERP - Complete CRM, Biz Management, Back Office, Product Collaboration, Human Resource, Modular base employee solutions
- Social listening & Marketing tool - SaaS Auto Scheduler, Social Media Integration. SEO, Web Traffic management, Analytics and SaaS SEM, Web analysis
- Blog management - Content & News portal, Learning management, eLearning, Online class, Training & course management
- Project & Task Management tool, Pre-sales applications (QR Code Generator, URL Shortener, Document eSignature), Knowledgebase - Ticketing tools & Helpdesk

## **OTHER COMPETENCIES**

- Proficiency in both English and Bengali
- Proficiency in Microsoft tools (Word, Excel, PowerPoint, Access, Project)
- System Administrator: MS Server 2008 (Active Record, Group Policy, DNS Server)
- Configuring network, hosting, email server, and domain
- Video, audio, image editing (Audition, Premiere, Photoshop, Illustrator, Flash)
- Other Software: Packet Tracer, Draw.io, Postman, Wireshark

## **ACADEMIC BACKGROUND**

**2023** Masters in Information Technology  
IIT, Dhaka University  
Appeared

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**2017** Master in Business Administration  
North South University, Bangladesh  
Major Study Area: Management  
CGPA: 3.19 out of 5.0

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**2013** BSc in Computer Science and Engineering  
North South University, Bangladesh  
CGPA: 2.87 out of 4.0

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**2006** Higher Secondary School Certificate  
Sylhet Cadet College, Bangladesh  
Science, CGPA: 5.0 out of 5.0

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**2004** Secondary School Certificate  
Sylhet Cadet College, Bangladesh  
Science, CGPA: 5.0 out of 5.0

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## **THESIS/PUBLICATIONS**

Impact of Digital Transformation through Change Management in the service industry of Bangladesh, field study on Golpo Communications Ltd., and case analysis for digital media and advertising sectors.

## **INTERNSHIP**

IT-System Support and Administrator, BRAC Bank, Head Office, Tejgaon, Dhaka: March 3, 2013, to June 3, 2013

## **ACHIEVEMENTS**

- Second Runner-up, Metro-Hackathon, Future City Summit 2017
- Second Runner-up, Intra University Promologic 2010
- Second Runner-up, Intra University Youth Awareness 2010
- Best Poem (Bangla), Best Article (English), Inter House Wall Magazine Competition 2006
- Board Scholarship, SSC2004 & HSC2006

## **LANGUAGES**

**Bangla**      Verbal: Fluent (Native), Written: Fluent (Native)  
**English**     Verbal: Medium, Written: Medium

## **INTEREST**

Computer, Mathematics, Blogging, Music, Sports, and Tourism

## **PERSONAL INFORMATION**

Date of Birth: 6th August 1988

Religion: Muslim

Nationality: Bangladeshi

Hometown: Hobigonj

Blood Group: O (+ve)

Marital Status: Single

Present address: 960/1, East Shewrapara, Mirpur, Dhaka -1216, Bangladesh

## **REFERENCES**

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Relation: Academic

Mahmud Salam Maruf  
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Accenture Bangladesh  
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Relation: Professional

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