

SHAH BAIZID AREFIN

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OBJECTIVE

Strategic technology leader with deep expertise in fintech, telecom, and banking solutions. Passionate about driving digital transformation, streamlining operations, and leading innovation through automation and system integration. Seeking to leverage strong project management and technical acumen to deliver scalable, high-impact solutions in dynamic technology environments.

CAREER SUMMARY

Seasoned technology professional with over 12 years of experience in fintech and telecom, specializing in system integration, middleware, financial applications, and enterprise project management. Currently serving as Senior Manager – Service Integration at Nagad, where I lead digital service rollouts, system migrations, and cross-functional collaborations to enhance service delivery. My career demonstrates a strong track record in leading large-scale infrastructure projects, managing post-deployment transitions, and aligning IT strategies with business objectives. Holding certifications including PMP, AWS Certified Solutions Architect, and Scrum Master, I bring a structured, agile, and cloud-forward mindset to every initiative. Proven ability to drive automation, optimize system efficiency, and deliver strategic value within complex financial technology ecosystems.

KEY SKILLS

Professional Strengths

- Project Management, Agile/Scrum & System Integration
- Enterprise Software Solutions & Middleware Implementation
- Financial Technology (Fintech), Mobile Financial Services (MFS)
- UI/UX Design, Cloud & Analytics Solutions
- DevOps, API Development & Optimization

Technical Expertise

- Back End: Java, PHP, Microservices, OOP, RESTful APIs, Redis
- Front End: JavaScript, TypeScript, React.js, Angular.js, Node.js
- Databases: MySQL, Oracle, Firebase, Mongo, Postgres
- Cloud & DevOps: AWS, GCP, Docker, Kubernetes, Nginx, Git
- Mobile Development: Ionic, Flutter, React Native, Android
- Project Management: Jira, MS Project, Bitbucket, Trello

EXPERIENCE

Total: 12 years 6 months

Senior Manager - Service Integration | Nagad Limited, Bangladesh | *Oct 2022 – Present*

- Lead and execute financial application projects, ensuring seamless integration with digital strategies, processes, and business initiatives.
- Architect scalable solutions, managing API documentation, security certificates, and network connectivity for critical financial services.
- Drive project execution with strong risk management, stakeholder alignment, and dependency tracking across multiple teams.
- Provide technical consultancy, evaluating system architecture feasibility while aligning solutions with business goals.
- Compile comprehensive documentation (BRD, SRS, FRS) and guide teams through agile development, DevOps, infrastructure, and QA processes.

Technology Operation Lead | Golpo Communications Limited, Bangladesh | *Dec 2017 – Oct 2022*

- Led operations for digital products, including mobile apps, enterprise solutions, and web applications.
- Defined project scopes, ensured seamless maintenance, and provided post-launch support for local and outsourced clients.
- Oversaw security protocols, code repository management, and infrastructure optimization for digital solutions.

Application Development Associate | Accenture Bangladesh | *Oct 2014 – Nov 2017*

- Designed and maintained core telecom and fintech applications, improving automation and operational efficiency.
- Provided DevOps support, managing risk mitigation in service centers with Manage Engine and critical ticket resolution.
- Led API and connectivity management for SAP systems, service integration modules (Comviva & SAP ERS).
- Developed provisioning systems for roaming, FnF services, call blocking, product migration, and digital campaigns (IRIS).
- Supported UAT, SIT, and SAP environment management while driving roadmap alignment with project requirements.

Software Developer | Ethics Advanced Technology Ltd. | *Jun 2013 – Oct 2014*

- Developed mobile applications for EATL App Store, focusing on Android usability and performance optimization.
- Provided capacity-building training for mobile application development.

INTERNSHIP

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

CERTIFICATION & TRAINING

- Advanced Certificate for Management Professionals Program (ACMP 4.0) by IBA-DU
- Project Management Professional (PMP) by PMI (Credential ID 4061455)
- AWS Solutions Architect - Associate by Amazon (ID 038387f74ddd4836866a94e470189796)
- Associate Google Cloud Engineer by Google (Credential ID 166341)
- Certified Scrum Product Owner (CSPO) by Scrum Alliance (Credential ID 001636286)
- Certified ScrumMaster (CSM) by Scrum Alliance (Credential ID 001636286)
- Anti-Money Laundering (AML) and Combating the Financing of Terrorism (CFT)
- Compliance Excellence: Protecting Your Organization and Employees
- Google Cloud Certification: DevOps Engineer Specialization, Coursera
- Practical Application of Generative AI for Project Managers, Project Management Institute
- Business Continuity, Value Stream Management & Agile Metrics for Success
- UN Sustainable Goals in Megacities 2030, Future City Summit, Hongkong University
- National Mobile Application Awareness & Capacity Building Program, Ministry of ICT

ACADEMIC BACKGROUND

2025	Masters in Information Technology	IIT, Dhaka University
2017	Master in Business Administration	North South University
2013	BSc in Computer Science and Engineering	North South University
2006	Higher Secondary School Certificate	Sylhet Cadet College
2004	Secondary School Certificate	Sylhet Cadet College

ARTICLE/THESIS

- 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.
- “CrowdShield”: A donation-based crowdfunding platform leveraging blockchain technology to enhance transparency, security, and efficiency in fundraising for social causes developed by Web3.js, Solidity, React, Node, and Hardhat

CONTRACTUAL

Android Trainer | Ministry of ICT (MoICT) | 5-Day Training Sessions

- Conducted training sessions on Core Java, UI/UX Design, Google Maps integration, and XML/JSON parsing. Delivered workshops at CoU, CUET, and UITS, focusing on practical mobile app development and implementation.
- Enhanced content and curriculum development for the Government Mobile Apps Capacity Building Program.

Apprentice – Customer Experience, Market Ops | Robi Axiata Ltd. | 2011 – 2012 (9 Months)

- Managed inbound and outbound customer interactions, ensuring seamless service resolution.
- Provided RSP/Master Channel Support, assisting distribution and stakeholder engagement.
- Developed operational insights into telecom market operations and customer relationship management.

Co-Founder, Tech & Ops | DCCMarket.Shop, Bangladesh | Feb 2017 – Dec 2017

- Developed a marketplace-based eCommerce platform with retail management solutions.
- Managed P&L operations, investment programs, and strategic business initiatives.
- Designed in-house projects for automation and digital commerce, optimizing operations and user experience.

DEVELOPMENT PORTFOLIO

- “Mega Mart”, Ecommerce - Bespoke Solution for Products (category: food, fashion, electronics, grocery), Single vendor/multivendor, 5 different branches 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

REFERENCES

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