

Sayed Noor E Newaz

+880 1611163133 | ximnewaz@gmail.com | [LinkedIn](#) | [Github](#)

Mohammadpur
Dhaka-1207

WORK EXPERIENCE

Themexpert, ThriveDesk
Software Developer

Shamoly, Dhaka
Dec 2024 – Present

- Integrated third-party services and APIs to expand **CRM** functionality and automate workflows.
- Built **AI-powered features**, including **RAG**-based chatbots and smart customer support solutions.
- Integrate web scraping and data automation systems for efficient information processing.
- Optimized **MySQL** queries and backend performance for better scalability and speed.
- Managed **multi-tenant** architecture and handled tenant-scoped systems securely and efficiently.
- Managed multi-tenant cache with **Redis**.
- Managed **CI/CD** pipelines and maintained Linux servers for smooth deployments.
- Collaborated with product and engineering teams to plan and deliver scalable features.
- Conducted technical research, prepared **SRS** documents, and finalized system architecture before development.
- Connected AI capabilities with CRM workflows to improve automation and user experience.
- Currently working on **AI orchestration** and harness systems to improve AI-driven workflows and integrations.
- Technologies:** PHP, Laravel, AngularJS, Python, MySQL, MongoDB

HelloTask
Junior Software Developer

Gulshan, Dhaka
Jan 2023 – Oct 2024

- Built and maintained reporting systems for management, staff, trainers, field workers, and operational teams.
- Worked with **VICdial** and **IVR** systems to support call automation and communication workflows.
- Optimized complex **SQL** queries and resolved **N+1 query** issues to improve application performance.
- Integrated payment gateways, including **SSLCommerz**, for secure transaction processing.
- Developed B2B service integrations with **Sheba** and **Jantrik** to support partnership operations and service automation.
- Implemented **REST APIs** for seamless integration between backend and client applications.
- Managed background **jobs**, **queue** workers, and database transactions for reliable data processing.
- Collaborated with frontend, Flutter, and UI/UX teams to ensure smooth system integration and user experience.
- Technologies:** PHP, Laravel, MySQL, MongoDB

OPEN SOURCE CONTRIBUTIONS

- Laravel BD SMS:** A Laravel package for sending SMS through Bangladeshi SMS gateways. Supports multiple SMS providers and integrates easily.
- Laravel Request Analytics:** A Laravel package that provides analytics for incoming HTTP requests, including visitor tracking, request counts, and more.
- Laravel Localizations By Laravel Lang:** This package contains translations of all official keys from Laravel projects: Framework, Breeze, Jetstream, Fortify, UI, and more.

PROFESSIONAL SKILLS

Backend:	PHP, Laravel, Python
Frontend:	React, Angular (Not Proficient)
Database:	MySQL, MongoDB
Cloud:	Hetzner, Azure
DevOps:	Docker, Git

EDUCATION

United International University
Bachelor of Computer Science and Engineering

Badda, Dhaka
Jan 2018 – Dec 2022

- Cumulative CGPA: 3.5/4

- GPA: 5/5

AWARDS & CERTIFICATIONS

- **Electronics:** Our team became the champion in the Project Showcase of 2019. This project is called "Patient Gloves using Arduino". Here is the project demo
- **Database Management System:** Our team became the champion in the Project Showcase of 2020. This was a web application. The root domain was medical and health management systems. This project is called "E-MED".
- **System Analysis Design:** We got 1st runners-up in the Project Showcase of 2021. This project was an upgraded version of "E-MED".
- **Web Programming:** I became a champion in the web programming showcase in 2021. It was a Charity project developed on Python and Django.

RESEARCH & PUBLICATIONS

1. **Sentiment Analysis in the Transformative Era of Machine Learning:** A Comprehensive Sentiment Analysis. Algorithms use machine learning and text classification to understand subjective information conveyed in text, helping businesses, organizations, and individuals gain insight into public opinions and emotions about specific topics, products, or services. In this study, we conducted sentiment analysis on a Bengali dataset. For feature extraction, we implemented the term frequency-inverse document frequency (TF-IDF) technique, and for feature selection, we applied an extra tree classifier approach. Subsequently, we trained our machine learning model, achieving an impressive accuracy rate of 92%.
2. **Transformer-Based Multi-Task Brain Tumor Classification and Weakly Supervised Localization on the PMRAM Bangladeshi MRI Dataset**