

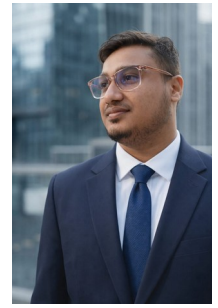
SAIFUDDIN TIPU

Senior Software Developer

Subang Jaya, Malaysia | +60 14-993 4252 | saifunimas@gmail.com

[LinkedIn](#) | [GitHub](#) | [Portfolio](#)

Bangladeshi National | Employment Pass (Category 2) — Immediate availability, straightforward pass transfer



PROFESSIONAL SUMMARY

Results-driven Senior Software Developer with 6+ years of hands-on experience building and stabilizing enterprise-grade platforms under production pressure. Proven expertise resolving critical incidents—including 100% CPU crashes, memory leaks, and race conditions—across Node.js and NestJS microservices serving 10,000+ concurrent users. Deep proficiency in MongoDB and PostgreSQL performance optimization, real-time WebSocket systems, multi-platform API integrations, and test-driven development. Open source contributor with 3 published npm packages. Combines strong technical ownership with business-focused delivery, consistently translating complex requirements into scalable, high-availability production systems.

KEY ACHIEVEMENTS

- Resolved Critical Production Outage:** Diagnosed and eliminated 100% CPU / 8GB memory leak in production MongoDB caused by duplicate PM2 processes, restoring CPU to <15% and stabilizing service for 10,000+ daily users.
- Architected Zero-Downtime Migration:** Migrated 2M+ chats, 500K+ customer records, and 1M+ social messages to archived collections, improving query performance by 45% with zero service interruption.
- Reduced Support Resolution Time 75%:** Built and deployed full-stack e-ticketing system (Angular + Node.js) cutting average ticket resolution from 24 hours to 6 hours.
- Published 3 Open Source npm Packages:** nestjs-webhook-sender (BullMQ-powered delivery with HMAC signing), nestjs-socket-presence (Redis-backed real-time tracking), express-correlation-context (request context middleware).

TECHNICAL SKILLS

Backend	Node.js, NestJS, Express.js, Socket.IO, REST APIs, WebSocket, BullMQ, PHP, Python, FastAPI, PM2, Event-Driven Architecture, Redis, RabbitMQ
Frontend	Angular, React, Vue.js, Next.js, TypeScript, JavaScript (ES6+), HTML5, CSS3, jQuery, Bootstrap
Database	MongoDB (Indexing, Aggregation Pipelines), PostgreSQL, MySQL, MSSQL, Firebase, Data Modeling, Performance Tuning
Testing	Jest, Supertest,nock, Jasmine, Karma, TDD, Unit Testing, Integration Testing, E2E Testing
DevOps & CI/CD	Git, GitHub, GitLab CI/CD, Docker, Docker Compose, Linux Server, Apache, Nginx, Google Cloud, Alibaba Cloud
Integrations	WhatsApp Business API, Facebook Messenger API, Twitter API, Instagram API, LINE Messaging API, Zoho CRM, Freshdesk, Salesforce
AI & Tools	Claude AI, Claude Code CLI, ChatGPT, Gemini, RAG, Qdrant, FastAPI – Backend Automation, Architecture Design, Debugging

PROFESSIONAL EXPERIENCE

Lead Software Developer

Sep 2020 – Present

Accordia Global Sdn Bhd – Subang Jaya, Selangor, Malaysia

- Lead end-to-end technical architecture for enterprise omnichannel platform integrating WhatsApp, Facebook, Twitter, LINE, and Instagram with real-time chat, automated routing, and intelligent agent assignment for 10,000+ daily active users.
- Diagnosed and resolved production MongoDB crisis by identifying duplicate PM2 processes consuming 8GB memory; reduced CPU utilization from 100% to <15%, restoring full platform stability.

- Architected and executed data archiving pipeline migrating 2M+ chats, 500K+ customers, and 1M+ social messages to archived collections, delivering 45% query performance improvement with zero downtime.
- Identified and fixed race conditions in chat timeout controller causing simultaneous message floods; implemented proper async timer sequencing with 5-10-15 min escalation and state management.
- Built campaign management system enabling marketing teams to send personalized WhatsApp templates to 5,000+ customers with scheduling, template management, and delivery tracking.
- Developed bidirectional CRM integrations with Zoho, Freshdesk, and Salesforce, automating ticket creation and reducing manual data entry by 80%.
- Deployed Angular + Node.js e-ticketing system reducing average resolution time from 24 hours to 6 hours (75% improvement).
- Profiled and resolved Node.js memory leaks through connection pooling optimization, orphaned WebSocket cleanup, and proactive monitoring instrumentation.

Software Developer

Dec 2018 – Aug 2020

Neuron AI Sdn Bhd – Kota Samarahan, Sarawak, Malaysia

- Architected multi-tenant HR portal with corporate subdomain registration and cross-platform mobile apps (Android/iOS WebView), onboarding 15+ corporate clients for attendance management.
- Built industrial batching plant software (VB.NET, MSSQL) with Microsoft Sync Framework, enabling offline-first data synchronization for manufacturing environments.
- Developed Python REST APIs for real-time emotion detection ML pipeline, processing video streams with <100ms latency for AI research applications.
- Created stock monitoring and invoice management system with desktop (VB.NET) and web interfaces, automating inventory tracking for 50+ SKUs.

OPEN SOURCE CONTRIBUTIONS

Published 3 npm packages (github.com/SaifuddinTipu — 34 repositories)

- **nestjs-webhook-sender** — Production-ready NestJS module for outbound webhook delivery with HMAC signing, BullMQ queue, exponential backoff, and dead-letter queue.
- **nestjs-socket-presence** — Drop-in NestJS module for real-time user presence tracking via Socket.IO and Redis, supporting horizontally-scaled instances.
- **express-correlation-context** — Middleware for accessing request context (correlation ID, IP, method, path, duration) from anywhere in the call stack without passing req.

EDUCATION

Bachelor of Computer Science with Honours (Software Engineering)

2019

University Malaysia Sarawak (UNIMAS)

CGPA: 3.24 / 4.0

PROFESSIONAL DEVELOPMENT

Machine Learning – AgTech AI Hackathon (2019) | **Web Application Development** – Microsoft Imagine (2018)

Digital Marketing – Shaw Academy (2016) | **IELTS** – British Council (2015)