

K. M. Saddam Hossain

+880 1718 170 799 | dev.saddam@gmail.com | West Kazipara, Mirpur-10, Dhaka
kmsaddam.com | linkedin.com/in/kmsaddam | github.com/kmsaddam

Professional Summary

AI-Driven IT Professional with experience in **Software Quality Assurance (SQA), Software Engineering and Application Support**. Skilled in software development, manual testing, automation testing, API testing, production support and troubleshooting. Experienced with **ERP, CRM, Inventory, and eCommerce** systems, with a strong understanding of **SDLC, Agile** methodologies, and delivering scalable, high-quality, and reliable software solutions.

Key Achievements

- Developed, tested, and supported **ERP, Inventory, CRM, and eCommerce** applications.
- Developed test cases and maintained defect reports for effective traceability.
- Reduced production defects by 30% through improved test planning and regression testing.
- Investigated production issues using logs, databases, and debugging tools.
- Enhanced customer satisfaction through timely technical support.
- Collaborated with cross-functional teams to ensure timely software releases.

Professional Experience

Application Support & SQA Engineer, Mathmozo IT Aug 2024 – Present

- Performed API, functional, regression, and integration testing while tracking defects.
- Resolved production issues through log analysis, database queries, and troubleshooting.
- Executed manual and automated testing for ERP, CRM, Inventory, and eCommerce systems, preparing test reports before release.

SQA Engineer, Orogenic Resources (BD) Ltd. Jan 2023 – Jul 2024

- Designed, executed, and maintained test plans, test cases, and automated test scripts for web and API applications, ensuring high-quality software releases.
- Performed functional, regression, API, and database testing while reporting defects.
- Automated test execution using Playwright/Selenium and supported CI/CD pipelines.
- Modified and rewrote problematic code.

Software Engineer, Flick Media Ltd. – UK Jun 2019 – Oct 2022

- Developed clean, maintainable code following software engineering best practices.
- Built web, desktop, and enterprise applications to meet business needs.
- Integrated REST APIs and third-party services to enhance application functionality.
- Optimized application performance and fixed critical bugs.

Web Development Instructor, European IT Institute Jan 2018 – May 2019

- Delivered lectures on HTML, CSS, JavaScript, and PHP.
- Conducted hands-on coding sessions and practical demonstrations.
- Assessed student assignments and projects, providing constructive feedback.
- Supported students with project implementation and technical problem-solving.

Web Developer, Annanovas IT LTD Mar 2016 – July 2017

- Developed clean, efficient, and maintainable front-end code using HTML, CSS, and JavaScript.
- Built responsive web interfaces optimized for mobile, tablet, and desktop devices.
- Integrated front-end applications with back-end services and APIs.

Core Technical Skills

Methodologies: SDLC, STLC, Agile/Scrum, Waterfall Model

Programming & Scripting: JavaScript, PHP, Python, React, Next, jQuery, HTML, CSS

Database: MySQL, MongoDB, Firebase, PostgreSQL

Bug Tracking & Test Management Tools: Jira, TestRail, Trello, Bugzilla

Test Automation: Playwright, Postman, Selenium, Appium, JMeter

DevOps & CI/CD: GitHub Actions, Docker, AWS

Soft Skills

- Team Collaboration
- Time Management
- Analytical Thinking
- Problem Solving
- Attention to Detail
- Root Cause Analysis

Education

Master of Science in Information Technology (MIT) 2015

Jahangirnagar University, Savar, Dhaka

Bachelor of Science in Computer Science and Engineering 2012

Darul Ihsan University, Dhanmondi, Dhaka

Higher Secondary School Certificate 2005

Rajshahi City College, Rajshahi

Secondary School Certificate 2003

B. L. Govt High School, Sirajgonj

Training & Certifications

DevOps & MLOps Ongoing

Innovative Skills (Online Platform)

SQA: Manual & Automated Testing 2026

Ostad (Online Platform)

Web Design and Application Development 2014

Bangladesh-Korea Information Access Center, CSE, BUET

Database Management and Administration 2013

Bangladesh-Korea Information Access Center, CSE, BUET

References

- Masum Rana | Lead Digital Marketing | Marie Stopes | 01918775544 | masum.mr@gmail.com
- Md Khalakuzzaman Khan | CEO | Mathmozo IT | 01821660066 | info@mathmozo.com