

Golam Morshed

<https://golammorshed.com/>

👤 Profile

I am Golam Morshed, I am a Software Engineer, Technical Support Specialist and Digital Product Trainer with a proven track record in team management as well as digital product development and deployment. With extensive experience in successfully managing and delivering hybrid product in timeframe. As a performance-driven Software Engineer, I specialize in managing large team, developing, and deploying robust and stable digital product. Over the course of 5+ years, I have excelled in managing development team with a strong focus on quality and efficiency. Beyond my technical capabilities, I am recognized as an effective coach and mentor, guiding exceptionally talented teams to achieve their full potential. My passion for innovation drives me to enhance user experiences and streamline processes for optimal results.

📁 Employment History

Software & Customer Technical Support Engineer at FVIS Sdn Bhd, Malaysia (Remote).

June 2022 — March 2023

- Resolved customer enquires via online chat support.
- Develop and maintain comprehensive technical documentation, including FAQs, knowledge base articles, and troubleshooting guides, streamlining customer self-help resources.
- Collaborate with cross-functional teams to escalate and resolve complex technical issues when necessary.
- Collaborate closely with the software development and quality assurance teams to identify and report software bugs and usability issues, leading to continuous improvements in product reliability and user experience.

Software Engineer (Project Lead) at Global Shopping Mall Sdn Bhd, Kuala Lumpur, Malaysia (Hybrid).

February 2021 — June 2023

- Led a cross-functional team of engineers and product managers to successfully complete a major software project on time and within budget.
- Embedded test-driven development practices into existing processes to elevate the quality of code.
- Rigorously quality-checked code to enhance performance standards, following Agile methodologies.
- Successfully designed, tested, and implemented new and updated in house software application using Laravel and Vue.js Framework.
- Prepare and conduct UAT testing script for in-house software.
- Implemented proactive risk management strategies, identifying potential bottlenecks and challenges early in the project lifecycle to mitigate any adverse impacts on timelines and budgets.
- Collaborated closely with stakeholders to gather requirements, prioritize features, and align project objectives with organizational goals, fostering transparent communication and alignment across teams.

Personal Details

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Links

[Website](#)

[GitHub](#)

[Certificates](#)

[Research Paper](#)

[Award](#)

[LinkedIn](#)

[Photography](#)

Skills

HTML & CSS

JavaScript

Bootstrap

VueJS

jQuery

SQL

MySQL

OOP

Azure

PHP

Laravel

WordPress

Flutter

Postman

GitHub

Jira

BALSAMIQ

Software Engineer at Yummi Hero Sdn Bhd, Kuching, Malaysia

February 2020 — January 2021

- Developed a custom UI library that increased developer productivity and code reuse.
- Improved JavaScript and CSS quality by conducting code analysis and recommending changes in policies and procedures.
- Optimised web pages for maximum speed and scalability, increasing page views by 100%.
- Created custom design by harnessing HTML, CSS, JavaScript and Vue.js skills.
- Improved website navigation with clear and intuitive UX mapping.

Full Stack Software Developer (Project Lead) at University Malaysia Sarawak, Kuching, Malaysia.

September 2019 — February 2020

- Design and Develop user friendly staff management and survey system for Malaysian government project.
- Collaborated with multidisciplinary teams to complete projects on time and within budget. Designed and built scalable APIs to increase the development workflow by 100%.
- Carefully documented technical workflows, using records for training new staff. Ensured bug reports were remedied, handling all associated issues promptly and effectively. Deployed new front-end features, capturing higher performance metrics than previous averages.
- Analysed system and software requirements to meet operational needs.

🎓 Education

Master of Information Systems, University of Portsmouth, United Kingdom.

September 2022- September 2023

Bachelor of Computer Science (Software Engineering), University Malaysia Sarawak, Kuching, Malaysia.

September 2013 — January 2018

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Microsoft 365
