

ARAFAT CHOWDHURY

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PROFESSIONAL SUMMARY

Innovative and results-oriented **Technical Project Manager** with over 11 years of experience excelling in the conceptual and technological applications of complex project management. Leveraging strong leadership, problem-solving, and cross-functional collaboration abilities, I am dedicated to driving individual, team, and organizational performance to new heights. My unwavering commitment to excellence and adaptability in fast-paced environments, coupled with a keen tolerance for ambiguity, ensures unparalleled success in delivering cutting-edge solutions. Let me bring my data-driven expertise and eye for innovation to elevate your organization's project initiatives to unprecedented levels of success.

SKILLS

Core Competencies: Project Management, Agile, Waterfall, Lean, Six Sigma, MS Project, Asana, JIRA, SAFe, DevOps, Disciplined Agile Delivery, Scrum, Kanban, Confluence, Project Lifecycle (PMBOK), Software Development Life Cycle (SDLC), Product Roadmaps, Strategic Planning and Analysis, Budgeting, Scheduling, Negotiation, Risk and Impact Analysis, Change Management, Process Improvement, People and Stakeholder Management, Conflict Resolution, Adaptability, Decision Making.

Technical Experience: JavaScript, PHP, Liquid, Java, HTML, CSS, SQL, MySQL, AWS, Google Cloud, Azure, A/B Testing, UI/UX, Figma, Adobe XD, Zoho, SharePoint, Google Workspace, ServiceNow, MS Teams, MS Office, Salesforce, HubSpot, Tableau, WordPress, Shopify, Android and iOS.

EXPERIENCE

Technical Project Manager – Arafat Web (Kuala Lumpur, Malaysia) *Jun 2023- Present*

- Led a cross-functional team of developers, designers, and testers to deliver high-quality products, earning accolades for exceptional customization and innovative design.
- Spearheaded the resolution of website bugs and issues, resulting in a 20% increase in overall website performance and user satisfaction.
- Conceptualized and executed custom feature implementations, enhancing the functionality of web applications, and driving a 15% boost in user engagement.
- Managed Shopify customization projects, tailoring e-commerce solutions to clients' unique requirements and increasing conversion rates by an average of 18%.
- Employed agile project management methodologies to ensure on-time and on-budget project deliveries, leading to a 98% client satisfaction rate.

Senior Project Manager – Abacus Company Bangladesh (Dhaka, Bangladesh) *Jan 2021- Mar 2023*

- Developed and managed ERP solutions for apparel & garments, healthcare and human resources industry resulting in an increase of efficiency by up to 40% and reducing costs by up to 35% annually.
- Increased the client retention rate by up to 55% within 6 months by providing strategic technical consultancy services and improved communication efficiency by up to 65% within 9 months for multiple cross-functional teams by implementing a new real-time communication system.
- Managed the client's business requirements into technical solutions with an ROI of 8%~15% annually by executing a risk matrix and multiple mitigation techniques.
- Improved customer satisfaction by 35% in 6 months by developing a customer-oriented and data-driven survey system and maintaining JIRA tickets for issue tracking and product releases.

Project Manager – Abacus Company Bangladesh (Dhaka, Bangladesh) *Dec 2018- Dec 2020*

- Delivered web and mobile applications worth \$45M+ for the last 2 years that resulted in 100K+ to 1M monthly visitors within 6 months by developing a scaled agile team.
- Increased project efficiencies by 70% compared to previous years, by developing a new management system and reduced the costs up to 45% within 9 months by implementing a lean budget analysis and procurement management system.

- Created the digital presence of start-ups, personal brands, and e-commerce businesses, resulting in 75% annual revenue growth with an increase of 65% in customer acquisition within 6 months.
- Directly managed the critical path and contributed to the ideas and concepts to achieve critical requirements, conflict resolution, and accountability for dealing with B2B projects at the client's PMO.

IT Project Manager – BluePeak Finland (Dhaka, Bangladesh) *Oct 2017- Nov 2018*

- In charge of the product development team of 20+ members for the "WaterBeyond" project to build MVP and estimated to generate 100K+ customers within 6 months with annual revenue of \$6M opportunity.
- Prepared the risk and impact assessment report to implement the product features against those risks prior to the product design and development phase.
- Led the team as the Scrum master on the Trello board implementing the Kanban board based on the software development life cycle and organized the weekly workshop for sprint retrospective, review, backlog refinement and prioritizing, tracking, and monitoring the project progress on the burndown chart.

Full Stack Web Developer – Fiverr.com (Freelance) *Jul 2016- Sep 2017*

- Developed a custom web application for "Crime TV Film Festival" and Implemented AWS architecture for the release and deployment resulted in 70% users within 9 months.
- Designed and developed the "American Crisis Prevention and Management Association" website on WordPress, migrated the hosting, integrated PayPal and generated \$4M within 12 months.
- Built the "Professional Ghost-writer for Hire" website, migrated from GoDaddy to Bluehost and assured multiple safety domains related to the organizations and increased sales by 65% within 6 months.

Team Leader – Upwork.com (Freelance) *May 2011- Jun 2016*

- Led a team of 15 Product Specialists to work on inventory management of "Love heals", a California-based lifestyle company and 25K+ products identified and extracted from multiple stores and uploaded on the spreadsheet for the further inventory development of the company within 12 months.
- Coached a team of 20 Web Researchers to work on the database development of "Web interpret", a California-based company that powers international e-commerce in a unique platform. More than 10K Products from eBay & Amazon were generated for their customers and vendors.
- Trained a team of 32 Lead Generation Specialists to work on the database development of cFranky, LLC, a Philadelphia-based Human Resource Management Company for which 20K+ C- level leads were generated within 3 months.

Team Lead Manager – Locu Inc. (Dhaka, Bangladesh) *Apr 2011- Mar 2014*

- Supervised the team of 30+ data specialists, conducted successful training materials and programs, workshops over webinars, and created a filter method for quality management that resulted in an accuracy of 98% within 6 months and get acquired by GoDaddy for \$70M.
- Maintained the quality assurance team of 10+ members, in the department of restaurants and professional services, curated the formation of the databases, and managed the confidentiality of the company data in a highly secured encryption method.
- Developed communication strategy and implemented for the improvements of the teams of data specialists, quality specialists, and curators.

EDUCATION & CERTIFICATIONS

Project Management Professional Certificate (PMP) – Google, 2022

Master of Engineering – Universiti Tenaga Nasional, Malaysia, 2023

Mobile App Design and Development – Bangladesh Computer Council, 2018

Full Stack Web Design and Development – CodersTrust Bangladesh, 2016

Bachelor of Science – Ahsanullah University of Science and Technology, Bangladesh, 2016