Md Khorshed Alam

Technical Architect & Senior Full-Stack Engineer

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PROFILE

Technical Architect and hands-on Senior Full-Stack Engineer with 15+ years of experience designing, building and scaling SaaS platforms, integration-heavy business systems, cloud infrastructure and connected-device products. Strongest commercial focus: Laravel/PHP, SaaS architecture, AI-assisted workflow automation, AWS/DevOps, APIs and production reliability. Experienced bridging business requirements with architecture, implementation, deployment and engineering leadership.

CORE VALUE

SaaS & Laravel	Multi-tenant architecture, APIs, billing/workflows, permissions, queues, reporting, modernization and production hardening.
AI Automation	LLM integrations, lead/conversation workflows, WhatsApp/CRM automation, human handoff, operational guardrails and tool-oriented agent flows.
Cloud & DevOps	AWS/VPS, Docker, Nginx, CI/CD, Redis, queues, database reliability, observability and pragmatic scaling.
IoT & Integrations	MQTT/ESP32 platforms, device events/health, WebSockets, vendor/payment integrations and real-time operational systems.

WORK EXPERIENCE

Technical Architect - Andgate Technologies

Dhaka, Bangladesh | 2025 - Present

- Lead hands-on architecture and engineering across SaaS, eCommerce, AI automation, cloud infrastructure and IoT-driven systems.
- Architected AndgateBOS, a multi-tenant SME Business OS covering POS, inventory, purchasing, customer due, staff controls, reporting, online orders and mobile workflows.
- Designed AI-assisted WhatsApp/CRM workflows spanning inbound webhooks, conversation history, lead state, AI response, operator assignment, human handoff and follow-up operations.
- Worked across MQTT/ESP32 device-management, real-time events, backend APIs and cloud-side operational flows for connected products.
- Own platform architecture, DevOps strategy, CI/CD, infrastructure reliability and technical decision-making across client and internal products.

CTO / Technical Lead - atB Lab Limited & atB Jobs

Dhaka, Bangladesh | Oct 2019 - Jan 2025

- Scaled the engineering organization from 4 to 20+ developers and established technical governance, mentoring and delivery workflows.
- Led architecture of a recruitment platform using Laravel, Next.js, Flutter and AWS.
- Implemented CI/CD pipelines and infrastructure automation, reducing deployment time by 40%.
- Collaborated directly with international and Japanese stakeholders on product and engineering decisions.

Senior Software Engineer (Remote) - Wanderly

Remote | 2018 - 2019

- Worked on a large-scale healthcare recruitment marketplace using Laravel and ReactJS.
- Improved backend performance and response times by approximately 30% and implemented Algolia-powered search/automation.

Senior Software Engineer - Portonics Limited

Dhaka, Bangladesh | 2016 - 2018

- Built telecom and eCommerce systems with high-performance REST APIs and contributed to PCI-DSS compliance initiatives.

Software Engineer - Kona Software Lab Limited

Dhaka, Bangladesh | 2013 - 2016

- Worked on fintech R&D;, JavaEE backend services, payment-card systems, cryptography and payment security.

Senior Programmer - Unicorn Software and Solutions

Dhaka, Bangladesh | 2007 - 2013

- Developed enterprise PHP/CodeIgniter applications and led development for cargo-management and eLearning systems.

SELECTED CASE STUDIES

AndgateBOS - SME Business Operating System

Multi-tenant platform combining POS, inventory, purchasing, due management, staff controls, reporting and online-order workflows. Architecture spans Laravel APIs, Next.js/PWA, MySQL/Redis and cloud deployment.

AI-Assisted WhatsApp & CRM Workflow

Inbound WhatsApp messages -> webhook processing -> structured CRM conversation/lead state -> AI-assisted response -> human handoff/operator assignment -> follow-up workflow and live admin visibility.

Connected Device Platform / WanayraX

Device-to-cloud work across ESP32/MQTT messaging, backend APIs, device health/events, OTA-related flows, vendor integration, dashboards and AWS deployment concerns.

atB Jobs - Platform & Engineering Scale

Recruitment platform across web/mobile; architecture, delivery systems and team scaling from 4 to 20+ engineers with stronger CI/CD and governance.

CORE TECHNOLOGY STACK

Primary	Laravel, PHP, SaaS architecture, REST APIs, MySQL, Redis, Next.js, ReactJS, Docker, Nginx, Linux, CI/CD
AI & Automation	OpenAI/LLM integrations, AI-assisted workflows, WhatsApp/Meta webhooks, CRM automation, WebSockets
Cloud & DevOps	AWS, GCP, Cloudflare, GitHub Actions, GitLab CI, infrastructure automation, observability and production operations
Data & Search	MySQL, PostgreSQL, MongoDB, Redis, Elasticsearch, Algolia
IoT & Integration	MQTT, ESP32, Arduino, Stripe, PayPal, Firebase, Twilio, GraphQL, gRPC
Additional	Java/JavaEE, Node.js, TypeScript, Python, Flutter, React Native, Livewire, TailwindCSS, Kubernetes, Terraform

EDUCATION & CERTIFICATIONS

MSc in Software Engineering - Daffodil International University, Bangladesh

BSc in Computer Science - National University, Bangladesh

Professional Scrum Master (PSM I) - Scrum.org

Entrepreneurship & Business Development - IBA, University of Dhaka

ENGAGEMENT

Available for remote contract work, SaaS/Laravel engineering, architecture reviews, platform modernization, AI automation, AWS/DevOps ownership and integration-heavy product development. Upwork: upwork.com/freelancers/~01eab0ea011be6d0a0