

BANIAMIN SHAMS

Senior Software Engineer

+8801521436897 | ✉ itsbaniamin@gmail.com | [in LinkedIn](#) | [Portfolio](#)

PROFESSIONAL SUMMARY

Senior Software Engineer with 6+ years of experience designing and delivering scalable backend and full-stack solutions for enterprise SaaS platforms. Strong background in building business-critical systems across payments, CRM, subscriptions, integrations, search, AI-assisted workflows, and performance optimization. Experienced in working with high-volume data, distributed services, third-party APIs, and cross-functional teams to turn complex business requirements into reliable production systems.

WORK EXPERIENCE

Cefalo (Offshore branch of Cefalo AS, Norway): Senior Software Engineer 8/2022 – Present

- **Campaign-Based CRM Engineering:** Engineered CRM modules that centralized customer data, improved profile visibility, and streamlined campaign-driven sales and support workflows across customer lookup, activity tracking, and profile management.
- **Subscription & Billing Platform:** Architected subscription management and billing capabilities that enabled businesses to sell subscription-based products, track recurring payments, manage customer lifecycle states, forecast revenue, and monitor subscription trends through operational dashboards.
- **Telecom Route Automation:** Engineered an internal Asterisk route management platform that reduced inbound route configuration time from hours to minutes, minimized manual telecom setup, and improved reliability across contact-center routing workflows.
- **AI-Powered Call Analysis:** Architected AI call analysis pipelines using Google Vertex AI and Azure OpenAI Whisper API for transcription, summarization, call evaluation, and sales insight generation from customer conversations.
- **Payment & Invoicing Systems:** Built end-to-end payment and invoicing capabilities across Vipps, MobilePay, Visa/Mastercard, and invoice-based payments, covering automatic invoice creation, transaction tracking, payment status management, refunds/cancellations, reminders, and operational finance workflows.
- **Customer Search at Scale:** Enhanced Elasticsearch-backed customer search infrastructure handling 100M+ customer records, improving lookup accuracy, indexing efficiency, and response performance across customer activity and profile searches.
- **Database & API Performance Optimization:** Optimized MySQL queries and REST API workflows by removing millions of unused records, reducing database size by 50-100 GB, improving query execution efficiency, lowering resource consumption, and preventing recurring AWS database upscaling issues.
- **Sales-Transfer Integrations:** Architected configurable sales-transfer integrations that automated routing of sales, customer, and order data to external enterprise systems through REST/SOAP APIs, SFTP pipelines, dynamic field mappings, and secure configuration management.

BJIT Limited: Software Engineer

10/2019 – 8/2022

- Contributed to the design and development of the internal architecture of a high-throughput microservice API gateway using java , spring webflux for one of Japan's largest e-commerce platforms, handling around a billion requests per day
- Led a team of 3 junior engineers in developing and integrating new platform features while maintaining high code quality and achieving 90% automated test coverage

BRAC University: Teaching Assistant (Part-Time)

5/2018 – 5/2019

- Provided academic support to university students, offering guidance and assistance in navigating academic challenges. Actively engaged with students to address a wide range of academic issues, facilitated interactive lab classes to enhance practical understanding and promote experiential learning

SKILLS

- **Languages & Frameworks:** Java, Spring Boot, Spring WebFlux, Spring AI, Jersey (JAX-RS), Junit, Elasticsearch, Docker, JavaScript, TypeScript, Vue.js, Nuxt.js, Next.js, Angular.js, MySQL, Git, Bootstrap
- **Areas of Expertise:** Microservices, Full-Stack Development, Agile, Kanban

EDUCATION

BRAC University | Dhaka, Bangladesh

5/2015 – 9/2019

B.Sc. Computer Science and Engineering **CGPA:** 3.84/4.00

Relevant coursework: Data Structures and Algorithms, Database Management Systems, Operating Systems, Software Engineering, Computer Networks, Computer Architecture, Artificial Intelligence, Web Development, Object-Oriented Programming