Arifuzzaman Antor

Project Manager | Agile & Scrum Delivery | Stakeholder Management

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PROFESSIONAL SUMMARY

- **6+ years** delivering software projects across e-commerce, healthcare, payments, insurance, telecom, and government, for clients in the USA and UK and on national government programs
- Technical Project Manager leading a **30+ person** team across **10 production portals for 4 brands**, reporting to the CEO, CTO, CMO, and investors
- Delivers end to end with **Agile and Scrum**, on time and within budget: scope, timelines, resources, risks, dependencies, and stakeholder communication
- Background in QA leadership, so every project ships with **clear quality standards and release sign-off**

KEY ACHIEVEMENTS

- **About 80% faster delivery:** shipped a 12-month EDI marketplace program in **about 60 days**, live on **6 marketplaces** (Amazon, Walmart, Target, Chewy, eBay, Macy's)
- **On time, on budget, lower cost:** delivered the customer, dealer, and referral portals on schedule and within budget, with **1 of 3 planned frontend** and **2 of 3 planned backend** developers and **40% lower** DevOps and QA costs
- **Scale:** run delivery for **10 production portals across 4 brands** with a **30+ person** cross-functional team
- **Government quality:** on a national AI system, raised performance by **60%** and cut critical defects by **30%**

CORE COMPETENCIES

- **Project Delivery:** end-to-end planning, scope definition, timelines, resource planning, milestones, release management
- **Agile and SDLC:** Scrum, Kanban, full SDLC, sprint planning, backlog prioritization, Jira ticket lifecycle, stand-ups, retrospectives
- **Risk and Governance:** RAID logs, risk registers, dependency tracking, issue escalation, quality gates, documentation
- **Stakeholders:** clients, government bodies, executives and investors, cross-functional teams, third-party vendors
- **Leadership:** hiring and interviewing, onboarding, performance and HR management, mentoring, product roadmaps
- **Tools and Tech:** Jira, Confluence, HubSpot, GitHub, Slack, Teams · Magento, React, GraphQL, AWS, EDI, CI/CD

CREDENTIALS

- **Government-issued Freelancer ID:** Department of ICT, ICT Division · Title: Technical Project Manager · Valid Aug 2026 – Aug 2029 · Verify

EXPERIENCE

Technical Project Manager · Platformz (commerce platforms) · Remote, US client · Sep 2024 – Present

- **Planning and delivery:** lead end-to-end delivery of **10 production portals for 4 brands**, defining scope, timelines, milestones, and resources with engineering teams and clients
- **Execution:** run Agile and Scrum delivery (sprints, backlog, stand-ups, releases); track progress and manage risks, issues, and dependencies with RAID logs
- **Team leadership:** lead **30+ people** across frontend, backend, QA, DevOps, and design, plus third-party vendors; own hiring, onboarding, performance, HR, and exits
- **Budget and resources:** negotiated hiring costs and planned lean teams, delivering with **1 of 3 planned frontend** and **2 of 3 planned backend** developers and **40% lower** DevOps and QA costs
- **On time and on budget:** delivered the customer, dealer, and referral portals on schedule and within budget
- **Product ownership:** gather business requirements, prioritize the roadmap, and take new features from idea to release
- **Stakeholder communication:** report roadmap, status, risks, and budget alignment to the **CEO, CTO, CMO, and investors**; coordinate with the tax compliance team
- **Quality:** set quality standards and sign-off for every deliverable, with automated production monitoring **every 15 minutes** that alerts the team before customers notice issues
- **Output:** all **3 client platforms and the company's own platform** delivered into production successfully
  - FUR4, **4 portals** (customer, referral, dealer, admin): EDI program on **6 marketplaces** in about 60 days instead of 12 months
  - Rockerz, **3 portals** (customer with a 4-zone product configurator, referral, dealer), delivered by a **4-person team** (1 frontend, 1 backend, 1 designer, 1 QA)
  - DMV Raw Feeders, **1 portal** (delivery routing, subscriptions, referrals) · Platformz, **2 portals** (customer, referral)

Senior SDET (Feature Lead) · Kintsugi (AI sales-tax compliance, San Francisco, remote) · Sep 2025 – Aug 2026
- **Feature delivery:** led features end to end, from planning and engineering coordination to release readiness
- **Communication:** coordinated async with the San Francisco team across a **12-hour** time difference
- **Quality gates:** set up automated checks that gate **every merge** on a high-stakes tax-compliance platform
- **Agile ownership:** wrote and refined tickets and kept each feature within sprint scope and timelines

QA Lead (QA Engineer I) · Kinetik (healthcare, New York, remote) · Sep 2023 – Sep 2025
- **Launch:** managed app delivery from first test pass to **App Store and Google Play release**; **26,840+ rides** for **5,000+ members** in the pilot
- **Coordination:** planned release readiness across **4 products**, aligning product, engineering, and DevOps
- **Sprint delivery:** created and tracked Jira tickets from backlog to release, keeping all 4 products within sprint scope and timelines
- **Quality at scale:** owned release sign-off for a platform with **13M+ trips** and **1.5M+ members**; designed a quality process the wider organization adopted

Software Automation Engineer II · All Generation Tech (insurance, New York, remote) · Feb 2024 – May 2026
- **Multi-client delivery:** coordinated automation delivery for **3 regulated insurance clients** (CFC, Tokio Marine Kiln, American National)
- **Compliance:** kept quality consistent across regulated claim, premium, and compliance workflows
- **Scrum delivery:** managed tickets from creation to completion and kept work on sprint timelines for all 3 clients

Sr. Automation and Reliability Engineer · Mastercard (payments, remote) · Jan 2025 – Jun 2025
- **Risk management:** led reliability, incident-response, and disaster-recovery initiatives; wrote playbooks the team adopted; mentored junior engineers
- **Operations:** supported on-call for critical production systems at global payments scale; tracked reliability work in sprints from ticket to closure

QA Process Lead (Software QA Engineer) · Grameenphone via Miaki (telecom) · Feb 2024 – Mar 2025
- **Program delivery:** planned and delivered the backend quality program for MyGP, the country's largest telecom app, from setup to regular release cycles, giving a clear go or no-go for every release
- **Scale:** covered the full backend of an app used by **millions** of customers, built from zero
- **Ownership:** owned the QA backlog end to end in Agile sprints, from ticket creation and estimation to sign-off

Augmented Senior QA Engineer · Intelex via Tata Consultancy Services (US client, remote) · 2024 – 2025
- **Multi-region launch:** coordinated QA across **4 regions** (USA, UK, Canada, Europe) with daily client reporting; validated the launch end to end
- **Scope:** multi-currency, multi-language, 2FA, and **3 third-party integrations** (QuickBooks, ShipBob, Mailchimp)
- **Client delivery:** tracked tickets from intake to closure and kept QA within scope and launch timelines

QA Lead and Project Coordinator (Software QA Engineer and Lead) · REVE Systems (government) · Dec 2022 – Aug 2023
- **Government delivery:** led QA and project delivery for **2 national government systems**, managing plans, timelines, team coordination, and government stakeholder updates
- **Results:** Sothik AI spell checker: performance up **60%**, critical defects down **30%**; CBMS customs system: full documentation delivered
- **Process:** introduced risk-based planning that sped up mobile test cycles by **40%**; mentored the QA team
- **SDLC ownership:** ran QA across the full SDLC in Scrum, from ticket creation and estimation to release, keeping both systems within scope and timelines

Automation QA Engineer (Jr. Software QA Engineer) · Dynamic Solution Innovators (international and national projects) · Sep 2021 – Nov 2022
- **Coordination:** automation QA for OpenCRVS, the UN-backed civil registration system, while handling planning, progress tracking, and reporting
- **Standards:** planned and tracked QA across **4 projects** (OpenCRVS, IPEMIS, Movandi, Altech); wrote test plans that became the team's standard
- **Scrum:** joined sprint ceremonies and tracked tickets from creation to completion within sprint timelines

Earlier: Jr. QA Engineer (part-time), CarryBags Ltd, London (remote), Jul 2020 – Aug 2021

EDUCATION

B.Sc. Engineering, Computer Science and Engineering · Shahjalal University of Science and Technology (SUST), 2017–2020

ADDITIONAL
- **Technical interviews:** conduct interviews for project manager and QA roles; recorded sessions on YouTube
- **Freelance:** Upwork Top Rated, **23 engagements, all rated 5.0** (profile) · **Languages:** English (professional), Bangla (native)