Md. Ariful Islam

Software Engineer

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Summary

Software engineer with 3.5+ years of experience building SaaS, e-commerce and WordPress products with TypeScript, React, Node.js and PostgreSQL. Co-led university platforms used frequently by 17,000+ students, built a Shopify courier app that processes 2,50,000+ orders per month, and launched WishSupport, a paid customer support platform. Currently builds features for WordPress plugins with 30,000+ active installations at AuthLab.

Technical Skills

Languages: TypeScript, JavaScript, PHP, SQL

Frontend: React, Next.js, Vue 3, React Router, Astro, Redux Toolkit, TanStack Query, Tailwind CSS

Backend: Node.js, NestJS, Express, Fastify, REST APIs, WebSockets, Webhooks

Databases: PostgreSQL, MySQL, MongoDB, Redis, Prisma, Drizzle ORM, Mongoose

Experience

AuthLab
Sylhet, Bangladesh

Software Engineer (L-2) — *Feb 2026 – Present*

- Build and ship features for FluentCommunity, FluentBooking and FluentEvent, WordPress plugins for online communities, appointment booking and events (profiles.wordpress.org/wpmanageninja).
- Work reaches **30,000+ active installations** and about **3,00,000** FluentCommunity users.
- Tech: PHP, MySQL and Vue 3; designed the database and APIs with role-based permissions, covered by automated tests (PHPUnit, Vitest).

Infancy IT
Sylhet, Bangladesh

Jr. Software Engineer — *May 2023 – Feb 2026*

- Co-led MySUST and eSign, the university's platforms for course registration, fee payment, admission and clearance (services.student.sust.edu), and built Shopify apps for store management (apps.shopify.com/partners/infancyit).
- MySUST and eSign are used frequently by **17,000+ students**, turning paper-based university processes into online self-service.
- Tech: Next.js, TypeScript, Node.js, Express, PostgreSQL and Prisma.

Pressply LLC
Los Alamos, USA (Remote)

Frontend Developer — *Sep 2023 – Apr 2026*

- Led the frontend of PocketCarer v2 from scratch to production (app.pocketcarer.com).
- Made pages load faster and cut server requests through smarter data loading and caching; added live updates and map-based location features.
- Tech: Next.js, TypeScript, Tailwind CSS, Redux Toolkit, WebSockets and Google Maps API.

Projects

WishSupport – Customer Support Platform (SaaS)
wishsupport.app

- Built a support platform that lets Shopify app developers answer customers from all their apps in one inbox, with live chat, tickets, team workspaces and a full history of every action.
- Saves teams from running a separate help desk for each app: every request arrives with the store and app details, replies reach merchants instantly, and unread messages trigger email alerts.
- Live with paid subscription plans; developers connect their apps in minutes with a ready-made React package (@wishsupport/react), and each company's data stays private and secure.
- Tech: NestJS, Next.js, React, PostgreSQL, Drizzle ORM, WebSockets, Turborepo and Paddle.

WD: Easy Courier BD – Shopify App
apps.shopify.com/wd-easy-courier-bd

- Built a Shopify app that books courier deliveries in one click for online stores in Bangladesh.
- Handles **2,50,000+ orders per month** with a 5.0-star rating on the Shopify App Store; Redis caching of courier locations and logins keeps booking fast and avoids repeated courier API calls.
- Connects all major courier companies in Bangladesh (Pathao, Steadfast, RedX, CarryBee) with bulk shipping labels, invoices, SMS alerts, fraud checks and live order tracking.
- Tech: Remix, Shopify Admin API, Prisma, PostgreSQL and Redis.

WD: Customer Insights & Growth – Shopify App
apps.shopify.com/wd-customer-insights-growth

- Built a Shopify app that tracks how shoppers browse and buy, turning it into analytics: visits, product and page reports, search insights, open carts, abandoned checkouts and each customer's full journey.
- Shows merchants what Shopify does not: carts abandoned before checkout by customer and value, drop-off at every checkout step, and products that get views but no sales, with one-click discounts to win customers back.
- Designed a tracking pipeline that records every storefront visit without slowing the store, refreshes reports every minute, and follows customer privacy rules (GDPR).
- Tech: React Router, Fastify, Prisma, PostgreSQL, Redis, BullMQ and Shopify Web Pixels.

ELORA Perfumes – E-commerce Platform
eloraperfumes.com

- Built a complete online store for a perfume brand: storefront, admin panel and automated deployment.
- Admin panel runs the whole business: supplier management, transactions and ledgers, staff salaries and loans, shareholder accounts, daily invoices, sales reports and role-based staff access.
- Store management with orders, automatic courier booking, fraud checks, products, categories, collections, discounts, coupons, delivery charges and customer profiles.
- Tech: Next.js, Tailwind CSS, Node.js, Express, Prisma and Redis.

WD: Broken Links Finder – Shopify App
apps.shopify.com/wd-broken-links-finder

- Built a Shopify app that catches broken links (404 errors) on a store as they happen and sends shoppers to a working page instead of a dead end.
- Protects merchants' SEO and sales: they fix a broken link in one click or with rules that cover many URLs at once, with daily and weekly email reports.
- Tech: React Router, Prisma, PostgreSQL, TanStack Query and Tailwind CSS.

RP: Duplicate Finder & Delete – Shopify App
apps.shopify.com/rp-delete-duplicate-products

- Built a Shopify app at Infancy IT that finds and removes duplicate products by title, SKU or barcode.
- Removed **5,00,000+ duplicate items** across merchant stores, helping merchants clean up catalogs cluttered by repeated imports and keep their product listings and inventory accurate.
- Added activity logs and progress tracking so merchants can review every change.
- Tech: Remix, Shopify Admin API, Prisma and PostgreSQL.

Education

Shahjalal University of Science and Technology
Sylhet, Bangladesh

B.Sc. (Engg.) in Computer Science and Engineering — *Feb 2020 – Jul 2025*