

Maruf Ahmed

Frontend Engineer • React • Next.js • TypeScript • Frontend Architecture

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Dhaka, Bangladesh | Open to Remote

SUMMARY

Frontend engineer with 6 years building production React applications, currently owning frontend architecture at a Singapore product company across a multi-tenant CRM, cloud telephony and IAM platform. Shipped a SIP.js browser softphone and real-time messaging, and designed the application's auth, RBAC and data layers; comfortable dropping into Go and PHP/Laravel to unblock delivery.

EXPERIENCE

Nautilus Network Solutions

Frontend Engineer · React 19, Next.js App Router, TypeScript, SIP.js/WebRTC, Go, PHP/Laravel

Singapore (Remote)

Oct 2022 – Present

Nautilus CRM: customer support, cloud telephony and identity/access-management platform (Next.js App Router frontend, Go gateway).

- **Cloud webphone (SIP.js):** Built a browser-based softphone on SIP.js covering SIP registration, call setup and teardown, and in-call state, giving support agents a full phone inside the CRM with no desktop client to install.
- **Real-time messaging:** Shipped agent and customer chat on React, Redux and Pusher with live presence, delivery state and reconnection handling that survives flaky networks.
- **Token-safe BFF architecture:** Designed a backend-for-frontend proxy layer so the browser never holds an auth token. Tokens live in httpOnly cookies and a same-origin route handler injects Authorization server-side, removing XSS token-theft exposure and eliminating client-side CORS entirely.
- **Silent token refresh:** Built a refresh pipeline that collapses concurrent 401s into a single refresh via an in-flight flag and request queue, then transparently replays the original calls: no duplicate refresh storms, no forced re-login.
- **Defence-in-depth RBAC:** Implemented middleware plus per-route permission checks driven by one permission→module map, making it structurally impossible for nav visibility and route guards to disagree and strand a user on a 403.
- **Server-first data layer:** Eliminated hydration refetches by prefetching on the server and seeding TanStack Query with the exact URL-derived filter set rendered, with staleTime tuned per data volatility (30s lists → 300s admin data).
- **Zendesk and Salesforce integrations:** Delivered ticket sync, agent context and identity mapping natively inside the Nautilus console, plus custom Zendesk theme development.
- **Design system, errors and accessibility:** Centralised error handling behind a typed ApiError contract (global 409/429/5xx, field-level 422, boundaries for 403/404), and established a Tailwind v4 @theme token system with dark mode and WCAG 2.1 AA built into shared primitives rather than retrofitted.
- **Testing and cross-stack delivery:** Stood up an MSW mock backend for unshipped Go endpoints, reused as the fixture layer for Vitest/Playwright integration tests in CI; shipped PHP/Laravel and Go modules with the backend team, and built the frontend for an AI research collaboration with an external team.

Golden Infotech

Frontend Developer · React, TypeScript, SASS

Dhaka, Bangladesh

Sep 2020 – Aug 2022

- Built dynamic, cross-browser product interfaces in React and TypeScript, driving component-lifecycle and state-management conventions the team adopted as standard.
- Mentored the intern frontend team and ran internal workshops on HOCs, prop drilling and Context API; named **Employee of the Year (2020–2021)**.

DevXpart

Co-Founder

Savar, Dhaka

Jan 2019 – Jan 2020

- Co-founded a client-services software studio: hired and grew the delivery team, owned client relationships and scoping from first call through handover.

TECHNICAL SKILLS

- **Languages:** TypeScript (strict), JavaScript (ES2023+), PHP, Go (working), HTML5, CSS3/SASS, SQL
- **Frameworks:** React 19, Next.js (App Router, RSC, Server Actions), TanStack Query v5, Redux, Laravel, Tailwind CSS v4, Zod, React Hook Form
- **Real-time & integrations:** SIP.js, WebRTC, Pusher, Zendesk (API + theme customisation), Salesforce
- **Testing:** Vitest, Playwright, React Testing Library, MSW, TDD workflows, CI test fixtures
- **Practice:** BFF/proxy architecture, OAuth token lifecycle, RBAC, design tokens and design systems, WCAG 2.1 AA, Core Web Vitals, Git, Docker, CI/CD

EDUCATION

Daffodil International University

B.Sc. in Computer Science and Engineering

Dhaka, Bangladesh

Jan 2016 – Apr 2020

ADDITIONAL

- **Certification:** Black Belt Web Developer, Programming Hero (advanced JavaScript and React track)
- **Languages:** English (professional working proficiency), Bangla (native)
- **Availability:** Dhaka-based, GMT+6. Proven remote delivery with Singapore and distributed teams; open to relocation