

VTIGER CRM ARCHITECT

CRM Review, Stabilisation & Modernisation — Consulting Assignment

3 to 6 months | Remote

Engagement Type	Consulting / Freelance Contract
Duration	3 – 6 months (renewable)
Location	Remote-friendly
Start	As soon as possible
Team	Core Vitas One product team
Reporting to	Vitas Chief Digital Officer

About Vitas One

Vitas One is a next-generation lending platform purpose-built for microfinance institutions and digital lenders. The platform covers the full lending lifecycle — from digital loan origination and underwriting through to loan management, servicing, and business intelligence — built on a modern, event-driven microservices architecture.

The technology stack centres on a Kafka event bus, an API gateway layer, Keycloak identity management, and a suite of best-in-class specialist tools including CIB Seven, Form.io, VTiger CRM, and Snowflake. Vitas One serves both borrowers and guarantors across mobile, digital channel, and web touchpoints.

The Role

We are looking for an experienced VTiger CRM Architect / Expert for a focused, time-boxed consulting engagement. The VTiger CRM was implemented by a third party team and requires an expert review to assess code quality, stabilise the platform, and bring it up to production-grade standards that align with the broader Vitas One engineering practices.

This is a hands-on technical role. You will work directly with the core Vitas One engineering team, conducting a structured audit and delivering a set of concrete improvements across code quality, DevOps integration, infrastructure, and documentation.

Key Responsibilities

Code Review & Remediation

- Conduct a thorough review of the existing VTiger CRM implementation delivered by the third party team
- Identify and document code quality issues, anti-patterns, and deviations from VTiger best practices
- Remediate critical issues and provide a prioritised backlog of remaining fixes with recommended approaches

- Ensure customisations, workflows, and integrations are stable, maintainable, and correctly implemented

Database Schema & CI/CD Integration

- Design and implement a strategy to track and version the VTiger database schema within the GitLab repository alongside application code
- Enable the CI/CD pipeline (GitLab CI) to deploy database schema changes automatically alongside code deployments
- Define migration scripts and rollback procedures to ensure safe, repeatable deployments
- Align schema management approach with the broader Vitas One DevOps standards

Dockerization

- Lead the containerisation of the VTiger CRM using Docker
- Define a Docker Compose or Kubernetes-compatible configuration suitable for development, staging, and production environments
- Ensure the containerised deployment is portable, reproducible, and integrates with the existing Kubernetes infrastructure
- Document the build and deployment process for the engineering team

Technical Documentation

- Produce comprehensive documentation covering the VTiger CRM architecture, module structure, and customisation inventory
- Document all integration points with external systems (Kafka event bus, API gateway, and third-party connectors)
- Create onboarding documentation sufficient for the internal engineering team to maintain and extend the CRM without specialist VTiger expertise
- Deliver an architecture decision record (ADR) summarising key design choices made during the engagement

Required Skills & Experience

Must Have	Strong Advantage
<ul style="list-style-type: none"> • Deep VTiger CRM expertise (customisation, modules, workflow engine, REST API) • Experience auditing and remediating third-party or legacy VTiger implementations • Docker and Docker Compose for containerising PHP/MySQL applications • Database schema versioning and migration tooling (e.g., Flyway, Liquibase, or equivalent) • GitLab CI/CD pipeline configuration • Strong technical documentation skills (architecture diagrams, ADRs, onboarding guides) 	<ul style="list-style-type: none"> • Experience integrating VTiger with event-driven architectures (Kafka or equivalent) • Familiarity with Kubernetes for production CRM deployment • Knowledge of REST API design in the context of CRM integration • Fintech or lending domain background • Experience with microservices integration patterns

What We Offer

- A clearly scoped engagement with well-defined deliverables and a realistic timeline
- Direct access to the Vitas One core engineering team and full transparency of the existing codebase
- Opportunity to extend the engagement based on mutual agreement and project outcomes
- Truly international team
- Work with purpose — Vitas One exists to serve unbanked and underbanked entrepreneurs; your work directly contributes to financial inclusion at scale

How to Apply

Please submit your CV and a brief note describing your VTiger CRM experience, including examples of past implementation reviews or CRM stabilisation projects. We review applications on a rolling basis and aim to respond within 5 business days.

Contact: Nordyn Yacine nyacine@globalcomunities.org

Subject line: VTiger CRM Architect — Consulting Engagement

Vitas One — Empowering Lenders, Transforming Lives