



Badhon Imtiaz

Date of birth: 01/03/1993 | **Nationality:** Bangladeshi | **Sex:** Male | **Phone:**

(+60) 1133122899 (Mobile) | **Phone:** (+880) 1728026594 (Home) | **Email:**

badhon.imtiaz@gmail.com | **Website:** <http://github.com/badhonimtiaz> | **Website:**

<https://www.linkedin.com/in/badhon-imtiaz> | **Whatsapp Messenger:** +601133122899 |

Address: Bangsar, 59100, Kuala Lumpur, Malaysia (Work)

DIGITAL SKILLS

BACK END DEVELOPMENT

Python • Node.js • Express.js • C# • ASP.NET • MySQL • MongoDB • T-SQL

FRONT END DEVELOPMENT

JavaScript • React JS • Bootstrap • HTML • CSS

MISCELLANEOUS

Amazon AWS • Firebase • DevExpress • Microsoft Office • Power BI

SOFT SKILLS

Team Player • Problem-Solving • Adaptability • Leadership • Customer Service

WORK EXPERIENCE

2022 – 2023 Kuala Lumpur, Malaysia

SOFTWARE ENGINEER/INTERN AURORA CLOUD WORKS

- Revamped database architecture of an existing system, introducing a new class library for enhanced entity management.
- Designed and implemented data analytics dashboards using Microsoft Power BI to visualize critical information.
- Gained proficiency in C# and .NET development, focusing on software architecture, coding best practices, and project management.
- Collaborated with the team to develop and deploy a 24/7 dialysis system using C#, Blazor, and ASP.NET Core (.NET 6.0) for a leading dialysis centre, supporting over 100 daily patients.
- Closely work with the team to developed robust .NET Framework 4.5 APIs for the National Heart Foundation of Malaysia (IJN) mobile app, optimizing leave, attendance, and payroll management for all employees.
- Utilized DevExpress Reporting Tools to create reports for IJN - Institut Jantung Negara, SIRIM QAS International Sdn. Bhd., and Air Kelantan Sdn. Bhd. (AKSB), Malaysia.

2019 – 2022 Kuala Lumpur, Malaysia

SENIOR CUSTOMER SERVICE EXECUTIVE/IT SUPPORT IMPERIAL DENTAL SPECIALIST CENTRE

- Managed inbound and outbound communications with patients via calls, WhatsApp, and email.
- Addressed patient inquiries, provided detailed explanations about dental procedures, and ensured satisfaction.
- Handled patient complaints with empathy, striving for high customer satisfaction.
- Coordinated with dental professionals to relay patient feedback for continuous service improvement.
- Managed medicine ordering, HR tasks, staff recruiting, and scheduling.
- Oversaw quality control of clinic services and supported overall operational management.
- Ensured stability and reliability of the clinic's network infrastructure.
- Monitored and maintained software systems, including updates and troubleshooting.
- Liaised with software providers to resolve issues promptly.
- Provided technical support to clinic staff, addressing hardware and software issues promptly.

2017 – 2019 Kuala Lumpur, Malaysia

OPERATION SUPERVISOR TAPS BEER BAR

- Plan and execute special events, ensuring client satisfaction.
- Engage with patrons to address concerns and ensure satisfaction.

- Supervise bar and kitchen operations for seamless service.
- Manage inventory to maintain adequate supplies.
- Schedule staff, monitor performance, and conduct meetings.
- Liaise with management to discuss operations and implement strategies.
- Ensure high standards of cleanliness, organization, and quality control.

● **EDUCATION AND TRAINING**

2019 – 2023 Petaling Jaya, Malaysia
BACHELOR OF COMPUTER SCIENCE (SOFTWARE ENGINEERING) City University Malaysia

Website <https://city.edu.my>

● **HONOURS AND AWARDS**

2022
Fast Improvement Award – Imperial Dental Specialist Centre

2016
Best Sales Person & Staff of The Month – Taps Beer Bar

● **COURSEWORK**

30/06/2023 – CURRENT
Complete Web Development Course With Programming Hero

● **LANGUAGE SKILLS**

Mother tongue(s): **BENGALI**
 Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user