Md. Firoz Ahmed

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Career Objective	As a Software Support Engineer at Xpert Fintech Limited, my objective is to deliver exceptional technical support and collaborate with stakeholders to develop innovative fintech solutions. By leveraging my expertise in ASP.NET Core MVC, ASP.NET Core Web API, MSSQL, and Angular, I aim to provide customer-centric support, master product knowledge, facilitate stakeholder communication, and provide technical leadership in database system design and validation. Through these efforts, I aspire to drive client satisfaction, contribute to company growth, and uphold Xpert Fintech's position as a fintech industry leader.
Education	**Khulna University of Engineering & Technology (KUET), Khulna, Bangladesh** B. Sc. in Computer Science and Engineering | March 2017 - December 2022 **CGPA**: **3.13** out of **4.00**
	Ullapara Science College, Ullapara, Sirajganj, Bangladesh Higher Secondary Certificate | Science | 2016 GPA: 5.00 out of 5.00
	Ullapara Science College, Ullapara, Sirajgonj, Bangladesh Secondary School Certificate | Science | 2014 GPA: 5.00 out of 5.00
Experience	**Software Support Engineer** at Xpert Fintech Ltd. (Shaiham Sky View Tower , 45(13-A), Bijoynagar, Dhaka-1000) **Working Period:** August 2023 – Till Now. **Responsibilities:** - Collaborate with product owners, designers, and other stakeholders to develop high-quality software solutions - Customer Support - Technical Troubleshooting - Product Knowledge gathering & Issue Resolution - Communication with brokerage houses and OMS provider - Collaboration with IT Departments of brokerage houses and OMS Provider - Working with software development teams to lead design efforts, ensure test plan coverage, and validate the operational feasibility of the database systems. -ASP.NET Core MVC , ASP.NET Core WEB API, MSSQL, Angular
Awards & Scholarships	Vocational Scholarship from Khulna University of Engineering & Technology (2018-2022)
Technical Skills	**Programming Language:** C, C++, C#, Java **Web Based:** C#, JavaScript, HTML, CSS, Bootstarp-5 **DBMS:** MSSQL, MySQL, **Version control:** Git **Operating system:** Windows, Linux, iOS **Frameworks &Libraries:** Asp.Net Core MVC, Asp.Net Core Web API, Angular **Others:** OpenCV, OpenGL, Docker, RESTful, Visual Studio, JMeter
Area of Interest	Database, Web Development, Machine Learning, Object Oriented Programming, Natural Language Processing and Networking.

Programming Activities	Codeforces - Id: firozahhmedcse16, LeetCode - ID: firozahmed1607118, HackerRank –ID : firozahmed1607118 Participated in Intra KUET Programming Contest, 2017 & 2020.
Projects	**Movie Database Management System** MSSQL Database management system project for maintaining comprehensive repository of film information, including details like titles, cast, genres, and user-generated ratings, designed to provide a centralized resource for film enthusiasts and researchers. **Full Stack Web Project (Employee Management System)** ASP.Net Core Web API, Angular, CRUD Operation in Employee Management System **XFL Customer Support Management System** ASP.Net Core MVC , HTML, CSS, JavaScript, MSSQL The Customer Support Management System is a robust and versatile platform designed to streamline and enhance customer support operations for businesses of all sizes. With a user-friendly interface and powerful features, our system empowers administrators, support engineers, and managers to efficiently manage tickets, resolve customer inquiries, and track performance metrics. **Medical Name Entity Recognition from twitter text** NLP and Machine Learning Model (Bi-LSTM) A NLP based project to extract medical data from Twitter Text. **Plane Game using OpenGL** C++, OpenGl The classic gaming project for computer graphics project.

Co-curricular Activities	SGIPC - Special Group Interested in Programming Contest
	    • **Member (2017-2022)**
	 HACK - Hardware Acceleration Club of KUET
	    • **Member (2018-2022)**
	 NHSPC - National High School Programming Contest
	    • **Organizer & Student Motivator (2018)**
	 Certifications
	    • Participate in "**BACS Regional Programming Camp - Khulna Division**" organized by Bangladesh Advanced Computing Society held at KUET in 2017.
	    • Completion of "**iOS Application Development**" workshop at Dept. of CSE, KUET, Bangladesh organized by Nascenia IT on April 28-29, 2018.
	    • Completion of "**Bangla Natural Language Processing with Deep Learning**" workshop organized by Dept. of CSE, KUET in 2018.
	    • Participate in "**Entrepreneurship with IT innovation**" organized by Dept. of CSE, KUET on 28 December 2018 and 30 December 2019.

Reference	**Dr. M. M. A. Hashem** Professor, Department of Computer Science & Engineering, Khulna University of Engineering & Technology Khulna 9203, Bangladesh Contact No: +880-1521453226 E-Mail: mma_hashem@hotmail.com Website: www.kuet.ac.bd/cse/hashem/ **Dr. K. M. Azharul Hasan** Professor, Department of Computer Science & Engineering, Khulna University of Engineering & Technology Khulna 9203, Bangladesh Contact No: +880-1714087273 E-Mail: az@cse.kuet.ac.bd, azhasan@gmail.com Website: www.kuet.ac.bd/cse/azhasan/