Samia Islam

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Qualifications:

- ➤ **Bachelor of Science in Computer Science and Engineering - 2012**
  Ahsanullah University of Science & Technology
  3.511 in scale of 4.0

- ➤ **Higher Secondary School Certificate (HSC) - 2007**
  Holy Cross College
  Science-4.70 in scale of 5.0

Career Objective:

As an IT professional, I am seeking a challenging career in IT industry using my strong development skills, experience in requirement analysis & software design, communication and time management skills and efficiency to communicate my ideas and views and commit myself for achieving organization objectives with the team effort and my positive attitude and performance.

Technical Skills:

Skill	Professional Exp	Personal Exp
.NET Platform and technologies (C#, ASP.NET), LINQ	3.6	6
HTML, CSS, JavaScript, XML, Jquery	3	3
Win Forms, Windows Service, web-services	2.5	
DBMS		
MS SQL Server 2008/2012, TSQL	4	6
MySQL, PLSQL		1
Software Eng. Practices and Tools		
Theory and practice of Agile & Waterfall Methodologies, Domain Driven Design and Test Driven Development, N-tier Architecture	3.5+	
MS Visio, MS Office 2007/2010/2013/2016	3.5+	5+
Codesmith Generator, Redgate SQL Compare, Data Compare, Redgate SQL search, Bug Tracker, Tortoise SVN, jqPlot, JqGrid, Resharper	2.5+	
Performance tuning using SQL Server Profiler	2+	
Others		
Solution design, estimation and planning	3+	1

Certifications:

- ➢ ANZTB ISTQB® - Foundation in Software Testing Certified
- ➢ BCS Agile Foundations Certified (AMBCS)
- ➢ ITIL® - Foundation Certified

Professional Experience:

After Completing my fixed term role at Prima Consulting LTD, I had taken a break and attended some family stuffs. Recently, I have been planning to get back at work and so I have been brushing up my skills and looking for suitable opportunities. I have joined a bootcamp on web development to stay up to date.

Analyst Programmer
January 2018 - June 2018
Prima Consulting Ltd [Project: TBS Pricing Tool by Telstra]

Responsibilities:
- Ensure a high standard of technical service support is provided to customers on the phone or via TeamViewer if required
- Develop new modules for web application used for TBS Pricing Tool
- Handle the enquiry by providing technical advice or escalating the enquiry to technical officers
- Analyse complex customer issues to identify problem area(s) and recommend and take corrective action
- Data Entry: Capture customer and enquiry details in a CRM database. I was responsible for managing the integrity of the database to meet KPI's
- Work closely with management to provide valuable input to improve the product's vision and to make TBS Pricing Tool customers successful
- Manage the call queue and engage with the marketing teams to ensure a customer enquiry is dealt with appropriately
- Develop common question and answer documentation to be included in Support Centre's Knowledge Base
- Achieve and maintain high levels of customer satisfaction
- Create monthly reports on call to share with relevant stakeholders

In 2017, I had taken some time to travel with my family and utilized this opportunity to study some subjects of my interests to keep my knowledge up to date.

Logitrain
Software developer (Internship)
October 2016 – November 2016

       Responsibilities:
- ➢ Design, develop and implement software solutions
- ➢ Working as part of an agile team and always work to exceptional standards
- ➢ Work across .NET, C# and MVC
- ➢ Data Entry for the test cases done on real time websites

At the end of 2015, I got married and had moved to Melbourne with my
spouse. So, I took some time off to settle down and spend some quality time

with my new family. Meanwhile, I had completed some certification courses
(ITIL® - Foundation Certified, BCS Agile Foundations Certified) to keep
myself updated.

Pacific Motors Ltd - Millennium Service Center Limited
Software developer
June 2014 – August 2015
Millennium Service Center Limited (MSCL) is the only authorized service provider for Hyundai, Nissan
vehicles in Bangladesh. From quick service to major work, the workshop is equipped with modern
sophisticated diagnostic machine and special tools to provide full support in meeting customers'
expectation and high level of complex engineering requirement. All the service and sales process is
maintained and recorded by the in-house automated system DMS (Dealer Management System).
[a demo of DMS can be shown if requested]

Responsibilities:
➢ As one of the main developers, I had to develop required modules of the In-house software: DMS
  (Dealer Management System)
➢ Once a module was assigned to me, I was the one to communicate with the users/team of that
  module regarding any changes in the plan or if any additional information was required
➢ Implemented the process of sending auto SMS from our application to the customers with the
  service updates in various phases of the service.
➢ Implemented auto expiration of product bookings and configured database mail in SQL Server
  to send reminder emails to group of users
➢ Experienced writing complex queries, functions, triggers, stored procedures, cursor in SQL
  Server
➢ Worked versioning, database backup for databases in SQL Server
➢ Worked on generating sensitive segments like invoice via DMS for vehicle service
➢ Implemented jqPlot in the system for graphical views (bar charts, pie charts etc) generated based
  on the data stored in database.
➢ Extensively worked on crystal report for generating various complex reports.
➢ Was involved in making required changes in database design for development
➢ Was responsible to consult with the clients regarding their requirements in DMS
➢ Used Elmah [debugging tool for ASP.NET web services] to detect errors occurred in DMS
➢ Was responsible to test any changes made in DMS before releasing and fix bugs if there's any
➢ Data Entry: Used to maintain track of the tasks in 'BugTracker' & handled support issues
  whenever it's needed

Tools used:
➢ MS Visual Studio 2010
➢ MS SQL Server 2012
➢ Codesmith Generator, Bug Tracker
➢ Resharper
➢ jqPlot

Pacific Motors Ltd - Millennium Service Center Limited
Jr. Software developer
May 2013 – June 2014

Responsibilities:
➢ Develop required modules of In-house software: DMS (Dealer Management System)
➢ Database design/ make required changes for development

- ➢ Write queries, stored procedure, functions & triggers using MS SQL Server
- ➢ Check **Elmah** [debugging tool for ASP.NET web services] for errors occurred & fix those
- ➢ Test any changes made in DMS before releasing and fix bugs if there's any
- ➢ Maintain track of the tasks in '**BugTracker**'
- ➢ Handle support issues whenever it's needed

Hyundai Motors Bangladesh Ltd- Pacific Motors Ltd
Software Developer (Internship)
November 2012 – May 2013
   Responsibilities:
- ➢ Develop required modules of In-house software: DMS (Dealer Management System)
- ➢ Work on the database design
- ➢ Check **Elmah** [debugging tool for ASP.NET web services] for errors occurred & fix those

Project works:

Professional Project:

Programming Language:	C#.NET (Database: MS SQL SERVER)
Project:	Dealer Management System (DMS)
Brief:	This project was done for the automobile company, Millennium Service Center Limited in Bangladesh, which is the sole distributor of Hyundai, Nissan, Land Rover, Jaguar, SsangYong in Bangladesh. We built a web application for this company which was used both in Bangladesh and Singapore by the company employees of all the departments including Sales, Service, HR, Accounts, Parts.

Sales: Keeps all the records of the communication, call details among sales person and customers. Auto reminders for sales appointments.

Service: All the steps of vehicle service in the service center starting from the arrival of the vehicle to the end of service is processed by DMS. Auto SMS are sent to the customers with the service updates.

Commercial: Track of stocks, vehicle booking is stored. Auto expiration of booking and reminder emails are sent to the designated people

Accounts: Payment receipts are generated via DMS for vehicle service

Reports: Reports and graphs are generated based on the data stored in database. jqPlot is used for graphical views and crystal report is used for the reports.

Final Year Project:

Programming Language:	PHP (Database: MySQL)
Project Topic:	HRMSolutions (Focused on compensation part of human resource management system)

Brief: It is a LAN based server, hosting web pages which facilitate an automated compensation system that contains all employee records that are relevant and mainly focused on the payroll structure of an organization. Features like tax calculation, employee performance evaluation etc are included in it.

General Skills & Experiences:

- Experience in leading and managing academic group projects.
- Experience in academic report writing.
- Mediated team conflicts, managed schedule to ensure deadlines met.
- Taken charge of assigning roles to group members in certain projects where progress had stalled.
- Able to quickly adapt workflow in order to improve efficiency of work.

Awards:

- Achieved full waiver twice and half waiver once in three consecutive semesters for obtaining excellent grades.

Working Rights:

I am a Permanent Resident of Australia

References:

Available upon request