

Mohaimin EHSAN

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📍 St Catharines, Ontario, Canada (Willing to relocate)

Roles Interested : DevOps Engineer, QA Automation Engineer, Infrastructure/Implementation Engineer, Application Support Developer

SKILLS

Professional Skills	Personal Skills
Languages C++, Java, Python, PL/SQL, JavaScript	➤ Communication
Frameworks Django, CodeIgniter, Groovy	➤ Adaptability
Scripting Ruby, Shell, BAT	➤ Problem-Solving
Version Control Git, SVN, Perforce	➤ Attention to Detail
OS Windows, Linux, MacOS, Debian	➤ Critical Thinking
DevOps QuickBuild, Jenkins, Docker, Kubernetes	➤ Meeting deadlines
Test Automation Selenium, Appium, Pytest	➤ Accountability

EXPERIENCE

Jun 2023 - Present	Technical Advisor CONCENTRIX , Niagara Falls, ON, Canada <ul style="list-style-type: none">➤ Experience in troubleshooting hardware, software & client products, fixing issues quickly to improve performance and user satisfaction. This led to a 25% drop in complaints and a 20% increase in usage.➤ Initiative to address unstructured technical issues, resulting in a 25% reduction in average resolution time, enhancing operational efficiency and elevating client satisfaction to new highs.➤ Application of innovative and exceptional thinking to resolve an average of 20 client issues per day. Maintained broad knowledge base of client products, enabling efficient issue-solving and robust client support.➤ Achievement of a high daily resolution rate (around 90%), ensuring client satisfaction (average 94%) and contributing to the overall performance enhancement of the products. <div>Technical SupportClient ManagementCRMJiraComputer NetworkingMac OSX Server</div>
Feb 2018 - Oct 2020	Software Infrastructure Engineer SAMSUNG R&D INSTITUTE BANGLADESH , Dhaka, Bangladesh <ul style="list-style-type: none">➤ Expertise in managing diverse requirements of software development, testing, and deployment across multiple platforms. Contributed to a total of 17 projects, including Samsung Health, Samsung GearS, Samsung Dex, My Galaxy, and Samsung Heartwise, by collaborating with cross-functional teams to gather requirements and define project goals.➤ Led the development of a CI pipeline for iOS, Android, Windows, and Tizen platforms, enhancing build efficiency by 40% through automation scripts in Python, Shell, Batch, and Groovy. Utilized tools such as Tailor, Clang, SwiftLint, and SonarQube for static analysis. Innovated a standalone system for software releases and pioneered an LTE Test Automation Framework using Docker, WordPress, Jenkins, and CodeIgniter. Automated UI testing with Appium and established a robust SRBD R&D Hub Dashboard and Artifact Deployment Service with Python, Docker, and MySQL. Implemented Static Analysis-based Automated Code Review to streamline the review process.➤ Transformed the software development framework by addressing challenges in CI/CD, build processes, scripting, static analysis, release automation, testing, log analysis, and code review, resulting in a 25% increase in development speed and improved team collaboration.➤ Established efficient software development and deployment processes using TestFlight, Firebase, XCrunch and AWS that contributed to overall project success. Reduced release time by approximately 40% and build time by around 30% through innovative solutions, ensuring high-quality results and exceeding client expectations. Provided training and support to team members on new tools and processes, fostering a collaborative work environment. <div>AWS CI/CD iOS xcrun TestFlight Firebase Android Windows Tizen Python Shell Batch GroovyREST API Static Analysis Dynamic Analysis Docker WordPress Jenkins CodeIgniter Appium MySQL venvGit SVN Quickbuild Junit Django C++ pytest Objective-C Swift Java JSON Kubernetes AgileConfluence</div>

Jan 2021 - Apr 2023

Research Assistant

BROCK UNIVERSITY, St. Catharines, ON, Canada

- Engineering of advanced vehicular simulation algorithms utilizing machine learning for refined resource allocation; improved simulation response time by 35% and reduced overall system latency by 20%.
- Orchestration of advanced vehicular simulations utilizing Omnetpp, Veins, and Sumo, demonstrating a 30% enhancement in traffic modeling accuracy and a 20% decrease in simulated accident rates.
- Development and implementation of automation scripts for data extraction, reducing manual effort and increasing analysis accuracy by 30%, while managing interactive lab sessions and preparing detailed study guides.

Veins SUMO C/C++ Python Linux/Unix Vehicular Network

Jan 2016 - Nov 2017

Software Engineer, QA | Intern

NILAVO TECHNOLOGIES LIMITED, Dhaka, Bangladesh

- Innovation of a scalable web test automation solution, optimizing script development processes, and reducing overall testing time by 70%, enhancing product quality and reliability.
- Development of automated test scripts with Selenium WebDriver and Ruby on Rails, cutting manual testing efforts by 60% and accelerating release cycles by 25%.
- Exhibition of versatility by contributing to test case generation and manual execution, enhancing test suite efficiency by 45% and decreasing testing cycle time by 30%, ensuring timely product releases.
- Enhancement of the efficiency, scalability, and overall quality of the testing process, covering both automated and manual testing aspects.

Selenium WebDriver Ruby on Rails QA Python

✓ EDUCATION

Jan 2021 - Jun 2023

Master of Science (M.Sc.) in Computer Science

BROCK UNIVERSITY, St. Catharines, ON, Canada

Notable Projects :

- Priority-Based Resource Allocation for Vehicular Fog Computing.
- Conversation Based mood Detection with librosa.
- Text summarization using glove vector mapping.

Vehicular Networks Fog Computing Fuzzy Algorithm Q-Learning GAN 5G Python pandas Numpy

Nov 2013 - Dec 2017

Bachelor of Science (B.Sc.) in Computer Science & Engineering

ISLAMIC UNIVERSITY OF TECHNOLOGY, Dhaka, Bangladesh

Notable Projects :

- Sensor-Based Visualization and Assessment Tool for Post-Stroke Arm Rehabilitation.
- Event Hunt - android application and website for event search of Bangladeshi events.
- Tourism in Bangladesh - project on different tourist destinations and accessibility.
- The Theatre - An online movie database system.
- Arduino-based autonomous Luggage Carrying Robot for Elderly People.

HCI Rehabilitation Java Python SQL Laravel Arduino

✓ AWARDS

M.Sc.	Faculty of Math and Science Summer Best Research Fellowship
M.Sc.	Brock University Graduate Fellowship
Samsung R&D	SRBD Icon of the month, 2019
Samsung R&D	SRBD Team of the year, 2019
Samsung R&D	SRBD Advanced SW Certificate Test, 2018
B.Sc.	OIC Undergraduate Scholarship
B.Sc.	1st Place in projects with Autonomous luggage carrier
B.Sc.	3rd Place in Intra university programming contest

“ REFERENCES

Able to provide upon request