

# RIFAT IBN ALAM

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## ENTERPRISE AUTOMATION & BUSINESS SYSTEMS PROFESSIONAL

### Digital Transformation • Process Automation • Compliance-Driven Systems • Technical Program Execution

Automation-focused systems professional with experience delivering large-scale process improvements, compliance-driven workflows, and measurable cost savings in regulated, enterprise environments. Proven ability to lead cross-functional initiatives, modernize legacy processes, and own systems end-to-end from problem definition through deployment and adoption. Background includes global manufacturing, higher education, and enterprise operations.

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## CORE COMPETENCIES

- Business Systems Analysis & Automation
- Digital Transformation & Process Re-engineering
- Technical Project & Program Execution
- Enterprise Compliance & Risk Mitigation
- Workflow Optimization & System Integration
- Cross-Functional Stakeholder Leadership

**Technologies:** Tableau, Power BI, SharePoint, Jira, Monday, Python, SQL, Microsoft Power Platform (Power Apps, Power Automate), UiPath, AWS

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## PROFESSIONAL EXPERIENCE

### Accessible Materials Coordinator

*Utah State University, Disability Resource Center*

Dec 2024 – Present

Logan, UT

- Designed and implemented **enterprise-scale automation frameworks** to support regulatory compliance and operational efficiency across academic and administrative units
- Transformed service delivery from reactive processing to **proactive, system-driven workflows**, reducing response time by **60%**
- Developed **Python-based automation tools** to identify non-compliant digital assets across LMS environments, eliminating manual audits
- Engineered scalable OCR automation pipelines using Python and cloud services, reducing manual remediation effort by **95%**
- Implemented automated notification and reporting systems to improve stakeholder engagement and compliance adoption
- Led and mentored a multi-person operations team, increasing throughput, consistency, and documentation quality
- Collaborated with IT, faculty, and compliance stakeholders to establish sustainable operational standards and governance practices

**Lecturer, Computer Science**  
*American International University-Bangladesh (AIUB)*

Sep 2022 – Aug 2023  
Dhaka, Bangladesh

- Delivered instruction in databases, algorithms, and systems-focused coursework
- Supervised applied technology projects, providing structured technical guidance

**Automation Engineer**  
*British American Tobacco Bangladesh*

Mar 2022 – Sep 2022  
Dhaka, Bangladesh

- Delivered **\$125,000 in annual cost savings** and eliminated **10,000+ manual labor hours** through enterprise automation initiatives
- Led digital transformation projects across **six business functions**, replacing paper-based workflows with automated systems
- Designed and deployed internal enterprise applications using Microsoft Power Platform to streamline procurement, HR, and inventory operations
- Built automated requisition and approval systems that reduced processing errors by **85%** and shortened cycle times by **50%**
- Partnered with operations, HR, and leadership teams to align automation initiatives with business objectives and compliance requirements

**Xcelerate Intern**  
*British American Tobacco Bangladesh*

Dec 2021 – Feb 2022  
Dhaka, Bangladesh

- Developed enterprise asset-tracking solutions to improve visibility, accountability, and inventory accuracy

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## EDUCATION

**Master of Management Information Systems**  
*Utah State University – Jon M. Huntsman School of Business*  
GPA: 3.96

Dec 2024

**Master of Science in Computer Science**  
*American International University–Bangladesh*  
GPA: 3.98

Apr 2022

**Bachelor of Science in Computer Science & Engineering**  
*American International University–Bangladesh*  
GPA: 3.98

Apr 2021

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## HONORS & RECOGNITION

- NR Excellence Scholarship – Utah State University
- Summa Cum Laude (Graduate & Undergraduate)
- Multiple Dean’s List Honors