Curriculum-Vitae

Md. Abdullah Ibne Latif

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Address : Flat# A-14 (14th Floor)
Plot# 6/A/1 (Razia Tower)
Navana Garden Road, Kallyanpur
Dhaka-1207, Bangladesh

Education

MSc (CS) @ 2018
CGPA: **3.80** (On the scale of 4.0)
Jahangirnagar University, Dhaka, Bangladesh

BSc (CSE) @ 2006
CGPA: **2.727** (On the scale of 4.0)
Ahsanullah University of Science & Technology, Dhaka, Bangladesh

HSC (Science) @ 1998
1st Class (73.5% Marks Out of 100%)
New Government Degree College, Rajshahi, Bangladesh

SSC (Science) @ 1996
1st Class (80.8% Marks Out of 100%)
Government Laboratory High School, Rajshahi, Bangladesh

Certifications & Trainings

RHCSA Certification
ID# **180-070-351**
Linux Pathshala & CSL

CCNA Certification
ID# **CSCO13369611**
Linux Pathshala & CSL

ITIL Foundation Training
Accenture Communications Infrastructure Solutions Limited

Objective

Enthusiastic, Diligent and Motivated Professional, ready to take on a Creative and Challenging Role with a Diverse Portfolio by Learning, Utilizing Skills and Intricate with the Systems that Effectively Contributes to the Growth of the Organization.

Summary

I have Work Experience in IT Enabled Services. I was actively involved with IT Support, Customer Service, IT Operations, Application Development and Application Support (CRM, ERP & Billing). Through those prospects it includes various kinds of Short and Long-term Projects.

Proficiencies

IT Enabled Services

Experience

❖ **Paperfly Private Limited** (A Private Limited Company)

Manager @ Enterprise System from **Feb'2020 – Ongoing**

Responsibilities:
- Maintaining End User Equipment, Network & Application Support
- Coordination on Implementing Information Security Policy & Procedures
- Investigating, Diagnosing & Solving Computer H/W, Network & S/W Faults
- GIS based Office Attendance Management System Support
- Budget, Procurement, Asset & Vendor Management

❖ **Quantanite Bangladesh** (A Private Limited Company)

Manager @ IT from **Nov'2018 – Jan'2020**

Responsibilities:
- Maintaining End User Equipment, Network & Server Systems
- Budget, Procurement, Asset & Vendor Management
- Assessment on Information Security Risks & Preserve Data Backup
- Investigating, Diagnosing & Solving Computer H/W, Network & S/W Faults
- Ensuring Office Security Equipment are Operating as per Requirement

❖ **RUBAB International** (A Private Limited Company)

Senior System Engr. @ Technology from **Dec'2017 – Oct'2018**

Responsibilities:
- Maintaining Local Computer, Server & Network Systems
- Organize Support, Troubleshooting & Repairing for IT Related Equipment
- Working with Development team to Produce, Test & Maintain Website
- Development & Integration of Database that Supports the Website
- Follow-up with Customers & Escalate Issues to Concern Team for Resolution

Project Involvements

1. **IPCC (Flying Penguin)**
   Avaya IP Phone Configuration in GP Contact Center's PCs

2. **MVS (Tornado)**
   Configure MVS Application for GP Distribution House's PCs

3. **Migration**
   > Windows 2000 to Windows XP
   > Office 2003 to Office 2007
   > Sophos to FEP Antivirus
   > POS Application Upgradation
   > dSTS Server Replacement
   > Desktop to Laptop
   > CIT Application Upgradation
   > Windows XP to Windows 7
   > Office 2007 to Office 2010
   > Q-Matic to Q-Pro

4. **PDA (Crystal)**
   Configure STA in Motorola Handheld Devices for GP TO's

5. **CRM**
   Configure CRM Application in GP Customer Service Agent's PCs

6. **ERP**
   Configure ERP Application in GP Employee's PCs

7. **DSTS**
   DSTS Application Configuration in GP Distribution House's PCs

8. **SSO**
   Configure SSO Application in GP 3rd Party Customer Service Agent's PCs

9. **DMS**
   Configure DMS Application in GP Distribution House's PCs

❖ **Accenture Communications Infrastructure Solutions Limited** (A joint venture IT company of Accenture, USA & Telenor, Norway)

Senior Analyst @ **Technology** from **Jan'2014 – Nov'2017**

Responsibilities:
- Maintain Roaming Related Rejection Reporting & DCH Complaint Handling
- Execute Daily Operational Report & Service Requests on Oracle Siebel CRM, OSB & e-Care Web Applications
- Monitoring HPSM Ticketing Tool to Manage Incidents & Service Requests
- Producing Detailed Specifications, Writing Programme Codes, Refining it as Necessary or Debug Existing Source Code & Polish Feature Sets
- Product Testing Before Deployment, Undertaking Scheduled Maintenance & Support Roll-out of New Applications

❖ **Grameenphone IT Limited** (A Subsidiary IT Company of Grameenphone Limited)

Specialist @ **Technology** from **Apr'2010 – Dec'2013**

Responsibilities:
- Maintaining the Local Server & Network Systems
- Monitoring the CASM Ticketing Tool to Manage Incident & Service Requests
- Preserve KDB & KEDB for Prompt Technology Solutions or Fix System Faults
- Keeping Software License Records, Managing Assets & Other Supplies
- Supervising & Training Junior Technical Staff Members

❖ **Grameenphone Limited** (A Public Limited Telecom Company of Telenor, Norway & Grameen Telecom, Bangladesh)

System Engineer @ **Technology** from **Jun'2008 – Mar'2010**

Responsibilities:
- Provide Support regarding 1st level H/W, Network & S/W related Matters
- Monitoring the CASD Ticketing Tool to Manage Incident & Service Request
- Analysis of Ticket Logs to Spot Trends & Discover Any Underlying Issues
- Reporting, IT Inventory Management & Ad-hoc Activities
- Maintain Jovial Relationship with the Stakeholders by upholding the SLA

Customer Manager @ **Commercial** from **Dec'2006 –Jun'2008**

Responsibilities:
- Resolving Service Interruption & Achieving Customer Satisfaction
- Prepare for Customer Inquiries & Following the Communication Procedures
- Attracting Potential Consumers & Generating Sales Leads
- Secure Company's Revenue by Churn Back of Frustrated Clients
- Tactfully Handle Confrontational or Stressful Interactions with the Public

❖ **Aamra Networks** (A Sister Concern of Aamra Group)

Executive @ **Technology** from **Jul'2006 – Dec'2006**

Responsibilities:
- Installation & Configuration of Computer H/W, OS & S/W
- Maintaining the LAN
- Repairing or Replacing IT Equipment as Necessary
- Conduct Electrical Safety Checks on Computer Equipment
- Logging & Processing Customer Queries, Service Requests & Incidents

10. **Biometric (Blue Box)**
Fingerprint Device Configuration in GP Customer Service Agent's PCs

11. **NIMS (Make It Easy)**
Development of Snag Module for NIMS Application

Membership

1. **IEB** (Life Fellowship)
Institute of Engineers, Bangladesh
Membership# **F-13192**

2. **BCS** (Life Membership)
Bangladesh Computer Society
Membership# **M-02174**

References

1. **A N M Hasanul Karim**
AGM, ICT Division
Dhaka Stock Exchange Limited
Contact# +88**01713425836**
e-Mail: mikrani@gmail.com

2. **Md. Mashfique Ahmed**
DGM, IT Governance
bKash Limited
Contact# +88**01711082501**
e-Mail: mashfique@live.com

Achievements

➢ Achieved **Star of Business** Award for Ensuring Process & Overall Delivery Excellence for the Month of April 2016

Competencies

➢ Familiar with Visual Studio.net, PL/SQL Developer & Toad IDE
➢ Understanding of C#.net, Java, ASP.net, HTML, CSS, PHP & SQL
➢ Basics of IT Standardization Policy & Procedures
➢ Good Command in Bangla & English Language
➢ Knowledge on Windows & Linux Based OS

I do hereby Declare that, the Information provided in this Resume is True to the best of my Knowledge & I bear the Responsibility for the Precision of the above-mentioned Particulars.

Dated

Md. Abdullah Ibne Latif