



# SABBIR HOSSAIN BORNO

## System Engineer - Remittance Operation

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📅 4th February 2000

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### 👤 PROFILE

I am a results-driven **System Engineer – Remittance Operations** currently serving in the **Technology Operations Division at NAGAD Limited**, with **2 years of hands-on experience** in managing mission-critical systems within the fintech domain. My role has equipped me with strong proficiency in **Mobile Financial Services (MFS)** and **Digital Financial Services (DFS)**, alongside advanced capabilities in **MySQL, PSQL, Linux System Administration**, and **Networking infrastructure**. I specialize in **log analysis and system monitoring**, enabling proactive incident resolution and performance tuning across distributed systems. As a passionate **Bash/Shell script developer**, I have designed and deployed multiple **automation solutions** to eliminate repetitive manual tasks, optimize operational workflows, and accelerate incident response times. These automations have significantly contributed to improved system efficiency and operational resilience. My professional ethos is rooted in **continuous learning, system optimization, and process automation**, and I thrive in fast-paced, high-availability environments where **reliability and innovation** are paramount.

### 📁 PROFESSIONAL EXPERIENCE

February 2022 – Present  
Dhaka, Bangladesh

#### NAGAD Limited 🔗

System Engineer - Remittance Operation

- Automated routine and critical operations via **robust Bash scripts**, improving system efficiency.
- Enhanced performance through **automation** and **process optimization**.
- Built and maintained real-time **monitoring dashboards** using **Kibana** and **Grafana**.
- Integrated **RabbitMQ** for scalable and reliable **message queuing**.
- Performed deep **log analysis** to ensure system health and security.
- Continuously monitored the **remittance service** ecosystem, resolving issues proactively.
- Led **incident diagnosis and resolution** to ensure service uptime and continuity.
- Enabled faster recovery with **automated alerts** and real-time monitoring tools.

May 2024 – present

#### MVSD LAB - REMOTE 🔗

Full-Stack Developer

- Developed a **role-based portal** (Admin, Director, Member) with **Next.js & React**.
- Integrated **session-based authentication** and **Telegram alerts** for real-time updates.
- Ensured **top-tier security** using **HOD (Hash of Data)** method for data integrity.
- Utilized **PostgreSQL** for efficient relational data management.
- Designed a responsive UI with **Framer Motion** and **dark/light mode** support.
- Emphasized **scalability, maintainability**, and a clean user experience.

June 2021 – January 2022  
Dhaka, Bangladesh

#### REVE Systems 🔗

System Support Engineer

2018 – January 2019  
Dhaka, Bangladesh

#### Asiatic Experiential Marketing Ltd.

Volunteer

Present  
Jessore, Bangladesh

#### ZERO TEAM (Social Services)

General Secretary


2018  
Dhaka, Bangladesh

#### CISCO Networking Academy

IT Essentials

## EDUCATION

May 2018 – March 2023  
Dhaka, Bangladesh

**Bachelor of Science in Computer Science & Engineering**  
American International University Bangladesh (AIUB)   
**CGPA:** 3.59

June 2015 – April 2017  
Jessore, Bangladesh

**Higher Secondary Certificate**  
Govt. Michael Madhusudan College, Jessore.  
**GPA:** 4.67

2015  
Jessore, Bangladesh

**Secondary School Certificate**  
Jessore Zilla School, Jessore  
**GPA:** 5.00

## SKILLS

Linux System Administration

Scripting Language — Bash/Shell

Troubleshooting

System Analysis

System Log Analyzer

Experienced with MySQL

Telecommunication

Networking

Technical Support

System Architecture

MFS

DFS

RabbitMQ

Grafana

Kibana

PostgreSQL

## PROJECTS

### Service Automation

By Bash Script

- Automates the **restart of multiple services** with a single command.
- Ensures **100% verification** of service status post-restart.
- Checks whether **service logs are actively updating**.
- Detects and reports **which services are running, stopped, or failed**, including failure reasons.
- Generates detailed **execution logs for script-level debugging**.
- Minimizes manual effort, enhances service reliability, and accelerates incident recovery.
- Ideal for integration into **daily health-check routines** or **incident response workflows**.

### LogDownloader

By Bash Script

- Automates log extraction for multiple components/services.
- Supports log collection by **specific day, hour, or full-day ranges**.
- Allows **custom time-based log filtering**.
- Organizes logs into structured, timestamped directories.
- Includes auto-cleanup of temporary extracted data.
- Enhances efficiency in **log analysis and incident investigation**.
- Provides detailed terminal output for tracking execution progress.

### ErrorAnalyzer

By Bash Script

- Identifies **top 10 most frequent errors** across single or multiple components.
- Supports **time-specific filtering** as defined by the user.
- Accelerates **root cause analysis** during incidents or service disruptions.
- Aggregates and ranks errors from service logs for **quick prioritization**.
- Enhances visibility into recurring issues across distributed systems.
- Saves time during troubleshooting by **pinpointing high-impact log entries**.

### Prison Management System

This Project was done using C#.

### FlyCash (An Online Wallet)

Fintech Project Using React Framework.

### **PetBucket (A online Pet Service)**

The frontend of this project was built using ASP.NET. The backend was done with REACT framework.

### **Developing a Test Plan for Automated Ticket Issuing System for Dhaka Subway Systems**

This project was about software test plan. Here, I did the requirement specification, testing approach etc.

### **Exzell IT - Website Design**

The Design Of This Website Made By Adobe XD.

## REFERENCES

**Mohammad Zakir Hossain**, *Head Of Software Support Dept.(AGM)*, REVE Systems  
zakir@revesoft.com

**Ferdous Jahan Shaun**, *R&D Engineer*, IMEC  
ferdous.shawn@outlook.com

**Raihan Ahmed**, *Assistant Professor*, American International University-Bangladesh  
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