

06/06/2016

Human Resources
Latrobe City
Morwell
Victoria

Re: IT Service Desk Officer

Dear Sir/Madam,

I am writing to express my sincere interest for the 'IT Service Desk Officer' position at Latrobe City which offers an exciting opportunity to work in the field of asset management and information technology (IT). As a dynamic individual with experience in IT and Telecommunication industries and through university studies and trainings, I hold the skills, knowledge and attributes to excel and contribute in the mentioned role.

Continually excelling in database management and reporting, I hold advanced level experiences on C/C++, Java, Python, PHP, HTML, CSS and intermediate level experience on C#, VB.NET and ASP.NET. Whilst working as a System Engineer at Grameenphone, I undertook quantitative and qualitative analysis of data for research and improvement. I exhibited skills dealing with data analysis tools including Python, PHP, and other languages. I developed network coverage area tool which collects data from various sources and correlate those data and finally pinpoint exact covering area of each and every network elements (BTS, BSC, MSC, etc), then store those refined data at MySQL database. Then I developed web based reporting (PHP) which is accessible to relevant stakeholders.

Adept at system development, I contributed designing, testing, troubleshooting and implementing 50+ billing packages for mobile users at Grameenphone, which were successfully launched into market. To meet business requirements, I developed logical process flow for business intelligent system, then scripted algorithm to automatically process data from SQL databases for retrieving data, checking data consistency, modifying data, and discarding data if necessary.

I am a responsive team oriented candidate, I react quickly to source the best practice resolution and continually extend myself beyond the normal parameters to ensure positive outcomes for both organisation and clients. I have honed my interpersonal skills and ability to address large audiences by delivering lectures at expo, conferences, and poster presentation seminars.

Excellent interpersonal communication, as I was privileged to work almost 10 years in a large telecom operator with many departments & stakeholders, I gained significant skill in interpersonal communication, developing professional & personal relationship throughout different departments across the organisation. Moreover my current role as a customer relationship manager at Sensis Yellow Pages, refined my communication skill in Australian culture perspective.

My wealth of skills and knowledge demonstrate my exceptional value, and I will be an asset to **Latrobe City** assisting in the achievement of organisational goals. Please refer to the attached resume for full details of my previous experience; I can be contacted on my mobile 0469214498 or my email selimcse98@gmail.com to arrange an interview to discuss this role further, at your earliest convenience.

Thank you for taking the time to review my application, I look forward to hearing from you soon.

Yours faithfully

Mohammad Selim Miah