

RIYAN MOHAMMAD ZAMAN

Address: Mohanager Housing Society, Road: 2, House: C -1 West Rampura, Dhaka-1219

Mobile: +8801773500500

E-mail: riyam.zaman8250@gmail.com



Career Objective:

Seeking challenging position of IT project manager. Where technical, communicational and managerial skills can be utilized to manage/direct various software, IT related projects efficiently and different stakeholders. Working in an international environment in a management position which includes development possibilities and a challenging working environment. Would desire tasks requiring strong interpersonal skills, leadership, excellent communication skills with foreign delegates and project coordination.

Employment History:

1. IT Manager (1st December 2019 – till now)

Travel Diaries Bd

Company Location: Suite8/4, Eastern Plus,145 Shantinagar Road, Dhaka 1217

Duties/Responsibilities:

- Manage information technology and computer systems
- Plan, organize, control and evaluate IT and electronic data operations Training employees for the ERP
- Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance
- Design, develop, implement and coordinate systems, policies and procedures
- Ensure security of data, network access and backup systems
- Act in alignment with user needs and system functionality to contribute to organizational policy
- Identify problematic areas and implement strategic solutions in time
- Audit systems and assess their outcomes
- Handle annual budget and ensure cost effectiveness
- Preserve assets, information security and control structures
- Analyze business requirements by partnering with key stakeholders across the organization to develop solutions for IT needs

2. Deputy Manager (1st December 2016 – 31st October 2019)

Officer's Club Dhaka

Company Location: 26 Baily Road, Ramna, Dhaka-1000, Bangladesh

Duties/Responsibilities:

- PC, Laptop basic installation & configuration
- Working as a system administrator for ERP based Software maintenance
- Training employees for the ERP
- Doing critical analysis so the ERP can much more swiftly and efficiently
- Hands on first level support and troubleshooting of network, performance and ERP related issue
- Coordinating with different ISP company for maintenance various types of technical problems

- Working as digital marketing administrator and coordinating with different marketing companies for creating different posts
- System design & development process, including requirements analysis, feasibility studies, software design, installation evaluation and operational management.
- Manage information technology and computer systems.
- Plan, organize, control and evaluate IT and electronic data operations.
- Design, develop, implement and coordinate systems, policies and procedures.
- Ensure security of data, network access and backup systems.
- Trouble-shoots and solves problems related to hardware, Server, and Network problems on Datacenter
- Prepare and maintain good documentation and Reporting
- Be Self-driven and able to work independently as well as in a team

3. IT Executive (June 01, 2016 – 30th November,2016)

Khazana Mithai Ltd

Company Location: House: 2, Rd: 119 Gulshan , Dhaka-1212, Bangladesh

Duties/Responsibilities:

- Support all users about Installing and configuring computer hardware, software, systems, networks, printers and scanners
- Router, Switch Setup & configuration (Microtik, Netgear, Tp – Link)
- CCTV camera (Local & Network) configuration
- Working as a system administrator for ERP based Software maintenance
- Coordinating with different ISP company for maintenance various types of technical problems
- Working as digital marketing administrator and coordinating with different marketing companies for creating different posts
- Printers basic setup & configuration
- Coordinating with management of different promotional offers which would be beneficial for the organization
- Selecting and purchasing new and replacement hardware and software if necessary.
- To test, troubleshoot and modify information and networking systems so that they operate effectively.
- Assuring all IT activities are performed within the parameters of applicable laws, codes, and regulations.
- To evaluate technology risks in order to develop a network disaster recovery plan and backup procedures.
- To collaborate with the technical in-house team to ensure familiarity with upgraded technology.
- To monitor the success of IT solutions.
- Enhance the business processes of the organization and identify requirements for system improvements.

4. IT Media Communication Executive (June 01, 2013 - October 30, 2015) (PART-TIME)

FBA(UK) Ltd

Company Location: 112-116, Whitechapel Road (3rd Floor), London E1 1JE, United Kingdom

Department: IT and Communications

Duties/Responsibilities:

- Communicating within International Universities and the organization for updated admission information.
- Helping creating and updating content for website and manage social media content (Facebook, Twitter).
- Creating newsletters with special offers for Agents and clients. Coordinating spot admissions for students by organizing with the universities.
- Overseeing the organizations website to keep updated. Coordinating marketing materials for media.
- Support Internal Communications with media writing assignments and update to Intranet.
- Develop, maintain and manage relations with external audiences, media as well as non-media to convey required message.
- Develop and distribute monitoring reports.
- Supervise media to report coverage impacting company, its programs as well as partners.
- Coordinate suitably with production and distribution of material with various departments.
- Develop, update and maintain all media lists.
- Perform as key contact for media as well as non-media inquiries same for different staff as required.

- Provide secondary as well as tertiary assistance to various team members as needed.
- Support to prepare and distribute plans, minutes, agendas and reports etc.
- Involve in media and communications departmental discussions and meetings along with work cross-functionally amid various team members.
- Convey and report to supervisor on constantly and regular basis.

5. Assistant Manager (January 17, 2011 - December 22, 2014) (PART-TIME)

Phones4u

Company Location: Unit 1 Corktree Retail Park, Hall Lane Chingford, E4 8JA

Department: Retail

Duties/Responsibilities:

- Conduct demand generation activities, sales planning, strategies to achieve set targets and make presentation to the potential customers.
- Provide pro-active support to peers and management in building strong customer relationships. Manage and monitor the entire cycle from the initiation of the sales to closing of the deal.
- Create and be accountable for follow-up of all contracts and any other related documentation.
- Update & Reporting about existing as well as upcoming customers various profile.

6. Store Manager (September 09, 2008 - October 09, 2011) (PART-TIME)

Betfred

Company Location: 133 High St, London E17 7DB United Kingdom

Department: Retail

Duties/Responsibilities:

- Respond to customer inquiries.
- Generate customer interest in the services or products offered by the company.
- Provide personalized customer service by responding to the needs of the customers.
- Controls labor, waste, cash and yields.
- Optimize impact of sales building promotions during the shift.
- Complete daily paperwork, including inventories, cash sheets, employee management.
- Assist the team in achieving the overall objectives of the division as well as the targets for the team on daily and weekly basis.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pass Year
BSC(Hons) in Computing	Computer Science & Engineering	University of Greenwich	Awarded	2015
Advanced Diploma in Computer Science	Computing	St Peters College of London	Awarded	2012
Diploma in Information Systems Analysis & Design	Computing	St Peters College of London	Awarded	2011
Advanced Diploma in Business Studies	Business	London Business College	Awarded	2010
Diploma In Business Administration	Business	London Business College	Awarded	2009
Certificate In English Language	Language Course	London Business College	Awarded	2008
Higher Secondary School Certificate	Science	National Bank Public School and College	CGPA:3.9 out of 5	2006

Secondary School Certificate	Science	National Bank Public School and College	CGPA:4.63 out of 5	2004
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Career and Application Information:

Looking for : Mid-Level Job

Available for : Full Time

Preferred Job Category : IT/Telecommunication, NGO/Development

Preferred Country : United Kingdom, United States, Bangladesh

Preferred Organization Types : Telecommunication, Advertising Agency, Software Company, IT Enabled Service,
NGO, Logistic/Courier/Air Express Companies, Multinational Companies, Overseas Companies, Online Newspaper/ News Portal, Technical Infrastructure

Specialization:

Programming Languages: HTML5, CSS3, JS, Vue, C#, Asp.net

Others: MS Office, Visio, Jira, GitHub, Trello, MS Project

Extra-Curricular Activities:

Shopping, Reading Books, learning about new technologies

Language Proficiency:

Language	Reading	Writing	Speaking
Bangla	High	Medium	High
English	High	High	High

Personal Details:

Father's Name	:	Dr Habibuzzaman
Mother's Name	:	Rahmat Ara
Date of Birth	:	December 01, 1989
Gender	:	Male
Marital Status	:	Single
Nationality	:	Bangladeshi
Religion	:	Muslim
Current Location	:	Dhaka

Reference (s):

Reference: 01

Name:	Ahsfaqur Rahman
Organization:	Travel Diaries Bd
Designation:	Managing Partner
Address:	Suite8/4, Eastern Plus,145
	Shantinagar Road, Dhaka 1217
Mobile:	+88 01678142527
E-Mail:	traveldiariesbd@gmail.com

Reference: 02

Name:	Radeef Anwar
Organization:	icddr, b
Designation:	Senior Manager, Communications
Corporate Service	
Address:	68, Shaheed Tajuddin Ahmed Sarani,
	Mohakhali
Mobile:	+88 01730024706
Email:	radeef.anwar@icddrb.org