EMAM HOSEN

IT Support Engineer

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Professional Summary

Technically skilled and solutions-oriented IT Executive and CSE undergraduate with over 3 years of professional experience across fintech, infrastructure, and enterprise IT environments. Proven expertise in managing ERP systems, administering ITS infrastructure, and supporting mission-critical back-end operations. Strong background in data analysis, network/system troubleshooting, and software development using modern frameworks. Adept at translating analytical insights into process improvements while ensuring system performance, uptime, and security. Eager to transition into advanced roles involving Artificial Intelligence, Machine Learning, and Data-Driven System Optimization.

Work Experience

IT Executive
Dhaka Bypass Expressway Development Co. Ltd
Nov 2021 – Present | Dhaka, Bangladesh

- Installed and maintained hardware, software, and peripherals for optimal functionality.
- Diagnosed and resolved system and network issues, improving operational efficiency.
- Delivered tech support for connectivity and configuration problems across departments.
- Implemented system performance enhancements and documented IT operations.
- Managed basic cybersecurity protocols and network health diagnostics.
- Oversaw core IT infrastructure for the company's Intelligent Traffic System (ITS), including sensor integration, automated traffic data acquisition, surveillance support, and system uptime monitoring.
- Developed and currently maintain a full-scale ERP system, supporting modules for finance, inventory, HR, and operations.
- Administered domain name services (DNS), Microsoft Exchange-based mail server, and internal communication systems.
- Led IT infrastructure monitoring and reporting, ensuring high availability, redundancy, and disaster recovery readiness.
- Handled end-to-end IT documentation, audits, system logs, and user management, functioning as the primary IT administrator for the company.

IT Executive
bKash Limited
Jul 2020 – Oct 2021 | Dhaka, Bangladesh

- Oversaw daily IT operations including procurement, system upgrades, and infrastructure maintenance.
- Delivered technical support across departments and coordinated system implementation projects.
- Evaluated and recommended improvements in IT systems, ensuring optimal hardware/software performance.
- Met regularly with department heads, vendors, and stakeholders to align technology goals with business needs.
- Monitored transaction data flows, ensuring accuracy, compliance, and timeliness across inbound and outbound mobile financial transactions.
- Analysed large volumes of financial data using tools and techniques to identify patterns, detect anomalies or fraud indicators, and generate insights to support data-driven decision-making.
- Collaborated with cross-functional teams—including operations, risk, and customer service—to convert analytical findings into improved workflows, enhanced issue resolution, and risk mitigation strategies.
- Supported operational execution by contributing to the design and maintenance of backend systems and internal dashboards, ensuring high system availability, data integrity, and real-time access to operational KPIs.

Core Skills

IT Infrastructure & Administration
- ERP System Development & Maintenance
- Domain Name Server (DNS) and Exchange Mail Server Administration
- Network Monitoring & Security
- ITS (Intelligent Traffic System) Support & Troubleshooting
- System Uptime & Availability Assurance

Software & Web Development
- PHP, Laravel, HTML, CSS, JavaScript
- Vue.js, React, RESTful API Development
- Git Version Control, Testing & Debugging
- Backend Dashboard Maintenance

Data Analysis & Reporting
- Transaction Monitoring & Fraud Detection
- Data Cleaning & Pattern Recognition
- Report Generation & Insight Extraction
- Compliance & Operational Data Oversight

Tools & Platforms

- Microsoft Exchange Server
- Remote Support Tools
- Database Management
- Documentation & Ticketing Systems

Soft Skills

- Cross-Functional Collaboration
- Problem Solving & Analytical Thinking
- Process Optimization
- Team Communication & Technical Training

Education

BSc in Computer Science & Engineering *(In Progress)*
Uttara University, Dhaka
Expected Graduation: July 2026

Diploma in Computer Engineering
Rajdhani Polytechnic & Textile College, Dhaka
Graduated: July 2022

Secondary School Certificate (SSC), Business Studies
Bindan High School, Dhaka
Graduated: May 2016

Languages

- English: Upper Intermediate (B2)
- Bengali: Advanced (C1)

Additional Information

- Date of Birth: Sep 22, 1999
- Nationality: Bangladeshi
- Preferred Job Category: IT/Telecommunication
- Target Role: Mid-level job in Software Development / AI / ML
- Current Salary: Tk. 36,000
- Expected Salary: Tk. 50,000
- Availability: Full-time