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Fahad Alam

A motivated software developer with a strong academic and practical background in Information Technology and Engineering. I bring a strong problem-solving approach to complex problems and enjoy working collaboratively with other team members to develop high-value solutions for business users.

EDUCATION

Junior Web Development Course   **2020 - 2021**
Generation Australia

Master of Information and Communication Technology   **2013 - 2015**
La Trobe University
Melbourne, Australia

Bachelor of Computer Science & Engineering   **2006 - 2011**
Ahsanullah University of Science & Technology
Dhaka, Bangladesh

TECHNICAL EXPERTISE

Backend: NodeJS
Frontend: HTML5 CSS3, JavaScript, ReactJS, Redux, JQuery
Database: Microsoft SQL Server, MongoDB
Source Code Control Software: Git and TFS
Project Management Tool: JIRA, Confluence

PROFESSIONAL EXPERIENCE

Junior Software Developer, *MVP STUDIO*   **Nov 2019 – Apr 2020**
Worked on a commercial product development project called Property Community. It delivered an innovative cloud-based property management service implemented using ASP.NET MVC, ReactJS, C#, LINQ, Entity Framework and SQL Server.

Key responsibilities
- Developed ASP.NET application by using different technologies.
- Fixed, implemented, and debugged new product functionality within each sprint.
- Liaised with other developers and testers via Slack, JIRA & daily SCRUM meetings to anticipate and solve problems & issues.
- Documented changelog, system documentation, and user stories.
- Ensured all tasks were accomplished according to company standard prior to deployment.

Achievements
Implemented new features by using JavaScript charts to represent data graphically in the user interface for better data visualisation to save almost 20% of processing time.

Application Support Analyst, *ILLION SOFTWARE SOLUTIONS*   **Sep 2018 – Mar 2020**
Supported more than 50 clients' queries via phone and email and solved complex queries through to the technical team as required, and followed up to ensure resolution & customer satisfaction for each query.

Key responsibilities
- Used JIRA software to track, maintain, and update almost 20 trouble tickets per day.
- Provided appropriate and professional advice to clients and monitor and escalate help desk tickets.
- Interfaced with customers to diagnose problems and implement requirements and solutions.
- Provided 24/7 support for the web and client-based applications to prevent impact to the business.
- Ensured Service Level Agreement is at least 90% or above.

Achievements
Resolved the highest number of Fault tickets in one spring.

IT Support Analyst, *TELSTRA BUSINESS CENTRE*   **Jan 2018 – Apr 2020**
Provided first-level application software support for multiple products. Analysed system errors and troubleshoot network, server & database errors. Documented system bugs and reported to the Development team.

Key responsibilities:
- Technical troubleshot with customers and escalated problems to third level support where necessary.
- Contributed to software configuration planning and management.
- Defined and delivered configuration requirements for customers.
- Recorded, tracked, and reported software support issues in the help desk system.
- Assisted with the development of comprehensive documentation and system design.

Achievements
Best intern of the month.

PERSONAL PROJECT

Project Name: MERN CRUD Project
  GitHub Link: https://github.com/fahadalam42/MernProject-CRUD
  Technology: MongoDB, ExpressJS, ReactJS, NodeJS

Project Name: E-Commerce
  GitHub Link: https://github.com/fahadalam42/E-Commerce
  Technology: HTML5, CSS3**,** ReactJS, Vanilla JS, ReactRouter

Project Name: Hotel Rooms projects(https://hotelrooms-project.netlify.com)
  GitHub Link: https://github.com/fahadalam42/react-hotelrooms-project
  Technology: Searching, Sorting, React Context, React Fragment

Project Name: React Project
  GitHub Link: https://github.com/fahadalam42/ReactNinjaProject-
  Technology: HTML5, CSS3**,** ReactJS, Context,

Project Name: Food Recipes
  Website: https://github.com/fahadalam42/react-foodrecipes-project
  Technology: ReactJS, Fetch data from API

Project Name: Personal Portfolio
  GitHub Link: https://github.com/fahadalam42/Personal-Portfolio/tree/master
  Technology: HTML5, CSS3**,** JavaScript, Bootstrap