**Fahad Alam(James)**

A motivated software developer with 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**

**Information and Technology Professional Year Course 2016 – 2017**

Performance Education, Melbourne, 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**

**Microsoft technologies:** ASP.NET, C#, Microsoft SQL Server

**Web technologies:** HTML5, CSS3, JavaScript

**JavaScript libraries:** jQuery, ReactJS, MongoDB

**Source code control software:** Git and TFS

**Project Management Tool:** JIRA, Confluence

**PROFESSIONAL EXPERTISE**

**Junior Software Developer Nov 2019 – Apr 2020**

**MVP Studio, Melbourne**

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.
* Participated with other developers and testers via Slack, JIRA & daily SCRUM meetings.
* Documented changelog, system documentation, and user stories.
* Ensured that the tasks are accomplished according to company standard before deployment.

Achievements

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

***Application Support Analyst*  Sep 2018 – Mar 2019**

***Illion Software Solutions, Melbourne***

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 calls and tickets assigned to me.
* Interfaced with customers and developers to diagnose problems and implement configuration requirements and solutions.
* Provided 24/7 support for the web and client-based applications, file, and data feed and batch processes 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* Jan 2018 – Apr 2018**

***Telstra Business Centre, Melbourne***

Provided first-level application software support for multiple products. Analyse system errors and troubleshoot network, server & database errors. Documented system bugs & 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 of the installed environment and system design.

**Achievements**

Best Intern of the month

**PERSONAL PROJECT**

**Project Name:** Hotel Rooms

**Website:** [https://hotelrooms-project.netlify.com](https://hotelrooms-project.netlify.com/)

**Technology:** React JavaScript

**Project Name:** Food Recipes

**Website:** <https://react-food-recipes-project.netlify.com>

**Technology:** React JavaScript

**UNIVERISTY PROJECT**

**La Trobe University, Melbourne**

***Postgraduate Project***

Created a movie database application by using ASP.NET MVC, C#, Microsoft SQL. This simple movie database application will allow us to create, update, delete or edit an existing movie database record.

***Key Responsibilities:***

* Generate the ASP.NET MVC Web Application Project
* Design the SQL database
* Create the ASP.NET MVC model, controller and view