



Mohammad Jana Alam

Career Objective

- Looking for a challenging role in a reputable organization to utilize my technical, database, and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector.
- To work in a dynamic professional environment with a growing organization and utilize my creativity and innovative thinking for benefit of the organization and myself. To utilize my technical and management skills for achieving the target and developing the best performance in respective organization.

Experience Details:

IT Manager

Rupali Insurance Company Limited –

Rupali Bima Bhaban, 07 Rajuk Avenue, Motijheel
C/A, Dhaka -1000.

May-2015 - Currently

Email Janaalam.bangladesh@gmail.com
Address C/O: Zahura Begum,
House No-04, Road No-02, Lane No -03,
Block-B, Halishahar, Chittagong-4226 .

Phone 01823235775, 01811656606.

- Plan, implement, install, operate and maintain systems hardware, software applications and Information Technology infrastructure.
- Provide hardware and software engineering support for Information Systems utilizing.
- Perform phone conversation with branches to answer their questions, provide information and advise them.
- Handle special requests and complaints of employees
- Collect and store useful data within our back end system
- Ensure follow up through emails, phone or any required means.
- Like to remain updated with information and technology
- Oversee the testing and monitoring of applications and systems performance.
- Support staff and end user with software programming problems.
- Install and implement new programs, modules, hardware, and network equipment when necessary to upgrade or increase compatibility.
- Manage the repair and maintenance of computer and office equipment etc.
- Increasing the IT literacy of all employees.
- Leading all IT projects.
- Being the point of escalation for all IT and technical matters.
- Supporting business users.
- Communicating regularly with the executive management of the company.
- Carrying out a wide range of IT administrative duties.
- Managing IT engineers and ensuring that SLAs are met.
- Translating user needs into system requirements.
- Implement IT policies and procedures throughout the company.
- Installing work stations and individual computer systems.
- Setting up security systems.
- Dealing with computer viruses as they arise.
- Writing reports, business correspondence, and procedure manuals.
- Developing Disaster Recovery Plans for the company.

Senior Officer (IT)

ICL Group Limited –

60/E/1, Dewan Complex (4th Floor), Purana
Paltan, Dhaka -1000.

March-2010 - March-2013.

IT Officer**Bangladesh Association of International Recruiting Agencies (BAIRA) –**

130, New Eskaton Road, Dhaka.

February-2007 - June-2009

Responsible for the basic routine maintenance for all computer programs. To be responsible for all of the activities of computer section. To entry and analyze of the overall program like all unit office necessary visit to process different official letters in computer.

Academic Qualifications:**Masters of Computer Science (MCS)****University of South Asia (USA) –**

Dhaka, Bangladesh

2019

Session: 2018-2019,

Result: CGPA-3.92 out of 4.00,

Department: Masters of Computer Science (MCS).

Thesis Topic: Automation of Credit Information Bureau (CIB)

Major: DBMS, Software Engineering, Operating System, Graphics Design, Networking, Microprocessor, Algorithm, OOP Java etc.

Bachelor of Science in Computer Science & Engineering (BSc. in CSE)**IBAIS University (IBAIS U)–**

Dhaka, Bangladesh

2006

Session: 2001-2006,

Result: CGPA-3.45 out of 4.00,

Department: Computer Science & Engineering (CSE).

Thesis Topic: Global System for Mobile Communication (GSM)

Major: DBMS, Software Engineering, Operating System, Graphics Design, Networking, Microprocessor, Algorithm, OOP Java etc.

Higher Secondary Certificate (H.S.C)**Tejgaon College –**

Dhaka, Bangladesh

2000

Session: 1999-2000,

Result : Second Division,

Department / Group : Science.

Board : Dhaka.

Secondary School Certificate (S.S.C)**Badshah Faisal Institute –**

Dhaka, Bangladesh

1998

Session : 1997-1998,

Result : First Division,

Department / Group : Science,

Board : Dhaka.

Key Skills and Competencies:**Professional**

- Communicating effectively with business users and IT suppliers.
- Providing written protocols and guidance to IT staff and to end-users.
- Overseeing large, multiple and complex projects.
- Able to work under strict conditions and constraints.
- A keen eye for detail.
- IT infrastructure planning and development.
- Proven track record in IT project management.
- Demonstrable evidence of designing and implementing successful IT projects.
- Managing expectations across multiple audiences.
- Experience of working on many diverse and varied projects.

Personal

- Inquisitive by nature and always keen to learn.
- Hard working and willing to put in extra hours to get a job done.

Areas of Expertise:

- | | | |
|-------------------------|--------------------------|------------------------|
| • Database Management | • Network Administration | • System Admin Support |
| • IT Security Protocols | • Backup Strategies | • Record Keeping |
| • Liaison & Negotiation | • Project Management | • Customer Service |

Leadership:

- Led Information Technology teams.
- Prepared annual plans, strategies and IT procedures to attain objectives of the firms.
- Assigned technical projects to different team members according to area of expertise.
- Completed assigned projects on time.
- Supervised purchasing of software/hardware and other IT supplies.

Technical Accomplishments:

- Placed a system that provides a customer focused high performing solution on an automated basis
- Managed client service supply and demand costs by managing company owned computing devices

IT Help Desk Manager:

- Served as main focal point, dealt with all IT-related matters for the organization administrated company's WAN.
- Supervised system troubleshooting, backups, database, and system recovery.
- Provided expert IT support to customer base – Handled every technical query.
- Responsibly handled queries related to customer issues.
- Resolved IT help desk issues efficiently – Helped with timely recovery of valuable data in cases of software disaster.
- Resolved critical technical issues pertaining to System Performance, Viruses, Spyware and Spam related issues, minimized computer crashes, Network & Internet Connectivity related issues, Application Conflicts & System Bugs.
- Developed departmental help manuals to assist staff with IT issues.
- Motivated employees facing problems in IT areas.

Field of Specialization:

- | | | |
|-------------------------|--------------------------------------------|-------------------------------------------------------|
| • PHP | • LARAVEL | • HTML/CHTML |
| • ASP.NET CORE / WEB EF | • C# , JAVA, SQL SERVER | • CSS, A+ CERTIFICATION |
| • WORDPRESS, OOP JAVA | • ANGULAR JS, VUE JS,
REACT JS, NODE JS | • CCNA, CCNP, ACTIVE DIRECTORY,
DNS, DOMAIN SERVER |
| • ANDROID DEVELOPMENT | • ORACLE DB, SQL PLUS | • MICROTIK, SERVER 2012, 2016 |
| • ADOBE PHOTOSHOP | • ADOBE ILLUSTRATOR | • MICROSOFT OFFICE PROGRAM |

Training and Professional Development:

- Conducted performance evaluations and mentored IT personnel through formal channel to execute professional development plans.
- Designed IT training programmers for new employees – Provided training on technicalities of internet firewall and protocols such as TDM, MNS and Soft Switches.
- Trained several Information Technology teams and professionally supervised them.
- Developed and implemented new IT standards in existing projects – Implemented various quality control measures to ensure highest quality standards.

General

- Maintained cordial relationship with clients and staff.
- Migrated legacy data from Oracle RDBMS for the management system development team.
- Worked on Networking and Firewall along with Cisco environment.
- Worked on RDBMS data center based on Oracle Enterprise server.

Additional Capabilities:

- Successful team building skills
- Excellent interpersonal and communication skills
- Well-honed planning and organizational skills.

Language Proficiency:

Language	Reading	Writing	Speaking
Bengali	High	High	High
English	Medium	Medium	Medium

Personal Details:

1.	Name	:	Mohammad Jana Alam
2.	Fathers Name	:	Mohammad Iqbal
3.	Mothers Name	:	Rahima Begum
4.	Present Address	:	C/O: Zahura Begum, House No-04, Road No-02, Lane No -03, Block-B, Haliashahar, Chittagong-4226 .
5.	Permanent Address	:	C/O: Mohammad Ali Rigen, T.M. Bari, Village - Kachiapar, Post Office – T.M. Bazar, Union – Haramia, Thana – Sandwip, District - Chittagong.
6.	Home District	:	Chittagong
7.	Date of Birth	:	01 st January 1982
8.	Marital Status	:	Married
9.	Sex	:	Male
10.	Email	:	Janaalam.bangladesh@gmail.com
11.	National ID	:	4195809597



Mohammad Jana Alam
Mobile No. 01823235775

References:

1.	2.	3.
Mr. Waliul Islam Project Director (Deputy Secretary) Secondary Education Quality and Access Enhancement Project (SEQAEP) Ministry of Education Shikkha Bhaban, Dhaka- 1000 Mobile No: 01713120381	Mr.Tapan Chandra Banik Additional Secretary Ministry of Public Administration Government of the People's Republic of Bangladesh, Bangladesh Secretariat, Dhaka. Mobile No:01718141830 Email-tapan.banik85@gmail.com	Mr. Md Tomig Uddin Ahmed Senior System Analyst at Planning Division, Ministry of Planning President at Government ICT Officers' Forum Vice Chairman, Computer Engineering Division at The Institution of Engineers, Bangladesh Mobile No:01711962245 Email- tomiz20929@yahoo.com