


JOBAYER HAQUE


Executive Officer

Software Implementation & Support

Contacts

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 jobayerchowdhury71@gmail.com

 Chowdhury Vila, H. No- 03, W.
No-38, Adarsho nagar, Badda,
Gulshan, Dhaka-1212

Education

BSc in CSE 2020

City University

CGPA: 3.25 out of 4.00

Diploma in Engineering 2016

Dhaka Polytechnic Institute

Mechanical Engr. | Dhaka Board

GPA: 4.60 out of 5.00

Secondary School Certificate 2008

Badda Alatunnessa Higher Secondary
School

Science | Dhaka Board

GPA: 4.94 out of 5.00

Key Skills

- Documents Management System (DMS)
- Backoffice Software (Capital Market)
- ERP Software
- VMS & WMS
- Quick vat software
- ABBYY Software
- SQL/MY SQL
- IT Support
- Project Management
- Client Support
- Operating System & MS Office & SQL Server
- Design (Adobe Photoshop & Illustrator, CorelDraw)
- HTML/CSS/JAVA
- Android Development



Professional Summary

Versatile Software Support professional who is able to mix applications from different platforms and utilize legacy applications for a variety of processes. Adept at writing up software analysis reports following complex instructions and completing projects on or before their deadlines. Specializes in government and corporate platforms.

Work Experience

1. Executive Officer (Software Implementation & Support)

01/04/2022 - Continuing

Cygnus Innovation Ltd.

- Implement Back-office Software/Application for different renowned Broker House/Company and Merchant Bank in Capital Markets.
- Identify customer needs, analyze customer requirements/problems and need to provide solution to the customer.
- Meet with decision-makers, systems owners, and end-users to define business requirements and systems goals, and identify and resolve business systems issues.
- Performs various testing about system/application modification and new developments as per client requirements.
- Provide software training and consultancy to the client.
- Building and maintaining relationships with clients and key personnel within customer companies.
- Researched and implemented new technologies and methodologies to improve support processes and provide better services to customers.
- Connected to computer of client using remote link to install programs and applications.
- Documented technical issues and solutions to enable tracking history and maintain accurate logs.
- Find out various problems/issues from SQL & solved.
- Provide software training and consultancy to the client.

2. Business Analyst (Software Implementation)

01-09-2020 – 31-03-2022

multibrand INFOTECH Ltd, (Multibrand Group)

- Implementation ERP, QuickVat, Vehicle Management System, Workshop Management System.
- Creating a detailed business analysis, outlining problems, opportunities and solutions for a business. Give the new idea to improve the quality and performance of the product/services of the company & meetings with various stakeholders.
- Meet with decision-makers, systems owners, and end-users to define business requirements and systems goals, and identify and resolve business systems issues.
- Planning and monitoring Variance analysis & Reporting.

Technical Skills

- Docker, Kubernetes
- Practical Database (sql/my sql)
- Windows/Linux Server
- Technical Support Fundamentals
- System Administration and IT Infrastructure Services
- Android Application Development
- IT Support Technical

Language Skills

Bengali – Native.

English – Excellent command over Reading, Writing, Listening and Speaking.

References

Qaium Chowdhary

Branch Manager, Armanitola branch
Janata Bank
Mobile: +88 01912-095955

Shakil Ahmed

Sr. Manager, Operation & QA
Cygnus Innovation Ltd.
Mobile: +88 01719-113068

Work Experience (continued)

- Performing user acceptance testing.
- Helping in maintenance and performance tuning of ERP applications.
- Evaluating business processes, anticipating requirements, uncovering areas for improvement, developing and implementing solutions.
- Conducted interviews with key business users to collect information on business processes and user requirements.
- Improved business direction by prioritizing customers and implementing changes based on collected feedback.

3. Software Support Engineer (Infrastructures & Operation)

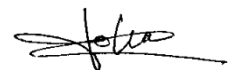
01-04-2015 – 31-08-2020

Devnet Limited

- Implement Document Management System (DMS) & Abbyy software/applications for different Government & Private institutes.
- Software demo/presentation & Database maintains. Provide software training and consultancy to the client.
- Identify customer needs, analyze customer requirements/ problems and need to provide excellent customer service and gives precise solution to the customer for ensuring customer satisfaction and support customer offline & online both & maintain projects related all documents and report.
- Implemented technical solutions to solve customer issues and increase satisfaction.

Personal Details

Father's Name : Majedul Haque
Mother's Name : Aysha Begum
Date of Birth : August 29, 1992
Gender : Male
Marital Status : Married
Nationality : Bangladeshi
National Id No. : 8233013757
Religion : Islam
Blood Group : A+



(Jobayer Haque)