Md. Shahidul Islam Murad

Oracle EBS Consultant

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in ownmurad

🪪 PROFILE

With significant expertise in software development and design, I possess proficiency in Oracle RDBMS, Oracle Forms, and Oracle Apex. My skills extend to crafting customized SQL and PL-SQL solutions tailored to diverse business and development requirements. Additionally, I have fulfilled techno-functional roles across Oracle EBS. Moreover, I contributed project management skills and managed a variety of projects including both in-house development and Oracle EBS initiatives.

🖱 SKILLS

- **SQL & PL/SQL Development**

- **Oracle APEX Development**

- **Forms & Reports Development**
  Version 6i, 10g

- **Database Management**
  11g, 12c, 19c

- **Front End Development**
  HTML, CSS, JavaScript

- **Software Development Life Cycle**
  Waterfall, Agile

- **Operating System Management**
  Windows, Linux (CentOS)

- **Adobe Creative Cloud**
  Photoshop, Illustrator, Premiere Pro

- **MS Office Suite**
  Word, Excel, PowerPoint

- **Hardware & Network Troubleshoot**

💼 PROFESSIONAL EXPERIENCE

Assistant Project Manager
Kai-Altech Group
2023 – present | Dhaka, Bangladesh

- Provided end-to-end technical support for Oracle E-Business Suite applications, including Financials (GL, AP, AR, CE, FA), Purchasing, Inventory, Manufacturing, Order Management, and HRMS, while actively participating in the complete Software Development Life Cycle (SDLC).

- Proficiently monitored ERP reports, possessed extensive knowledge of Oracle EBS General Ledger setup, and conducted regular system monitoring, performance tuning, and maintenance activities to optimize system performance and ensure data integrity.

- Developed and maintained documentation for support processes, troubleshooting steps, and issue resolutions, facilitating knowledge sharing within the team, and provided training to end-users on system functionalities and self-service troubleshooting techniques.

- Demonstrated expertise in SQL and PL/SQL programming for creating database objects and reports using Oracle 10g/11g Reports Developer, BI, Forms Reports, and Oracle Application Express (APEX).

- Collaborated effectively with vendors and Oracle support to log and manage service requests, tracking progress, and ensuring timely resolution of critical issues, while also participating in on-call rotations to provide after-hours support for system emergencies.

IT Executive
Delta Life Insurance Co. Ltd.
2016 – 2023 | Dhaka, Bangladesh

- Provided end-to-end technical support for Oracle E-Business Suite applications, including Purchasing, Inventory, and HRMS, ensuring smooth operation and minimal disruption to business processes.

- Diagnosed and resolved system issues promptly, maintaining high system availability and reliability, thus minimizing downtime and optimizing business operations.

- Developed and maintained comprehensive documentation for support processes, troubleshooting steps, and issue resolutions, fostering knowledge sharing and improving team efficiency.

- Conducted tailored training sessions for end-users, empowering them with system functionalities, best practices, and self-service troubleshooting techniques, thereby reducing reliance on external support.

- Proactively identified areas for process improvement within support operations, recommending and implementing solutions to enhance efficiency and user experience, ultimately contributing to organizational productivity and effectiveness.

📁 PROJECTS

System Support Engineer
SYSCOM Information System Ltd
2013

Industrial Attachment
Muslim Aid Institute & Technology
2011 – 2012

📚 COURSES

Creative Graphic Design
BASIS Institute of Technology & Management (BITM)
2019 – 2020 | Dhaka, Bangladesh

🪪 CERTIFICATES

Security Awareness ↗
A Day In The Life - Security Awareness. July Business Services USA

🎓 EDUCATION

Diploma In CSE
Dhaka Polytechnic Institute
2008 – 2012 | Dhaka, Bangladesh

SSC in Business Studies
Tajuddin Ideal High School
2002 – 2007 | Dhaka, Bangladesh

⚙ REFERENCES

Engr. Md. Abu Yousuf, *EVP - Head of IT,*
Homeland Life Insurance Co. Ltd
+880 1682 725372

Md. Mahfuzul Huq, *GM - Head of IT,*
Syscom Information System
+880 1922 559982

IT Officer

Homeland Life Insurance Co. Ltd.
2013 – 2016 | Dhaka, Bangladesh

- Provided comprehensive technical support for Oracle Database 10g, 11g, and Oracle Developer 6i, including installation, configuration, and troubleshooting of software-related issues.

- Offered training and technical assistance to users with varying IT knowledge levels, ensuring smooth operation of ordinary life systems and effective utilization of software.

- Maintained and managed Oracle, FoxPro, and VB.Net software systems, while also handling business report generation from databases, maintenance of the company website with a mail server, and providing technical support to head offices and servicing centers.

- Implemented policies for greeting new policyholders, sending out information, due reminders, and lapse notifications via SMS

- Performed initial software installation, setup, and testing (error finding and solving), including installation and configuration of Oracle Database 10g, 11g, and Oracle Developer 6i.