



# Shaik Kudrat Ullah

## ABOUT ME

I am a computer science and engineering graduate with more than two years of experience in various IT and Business Operations roles. I have successfully handled IT support, business development, business operation, SQA, project management and Project Co-ordination, technical support to end users, IT equipment maintenance and purchases, Business Intelligence Analysis and NGO operations. I have excellent communication, problem-solving, and teamwork skills. I am looking for a challenging and rewarding position that will allow me to apply my knowledge and skills in a dynamic environment.

## CONTACTS

- +880168-3023667
- shaikkudratullah@gmail.com
- linkedin.com/in/shaikkudratullah
- https://github.com/shaiksajib
- House#03,Block:E,South Banashree Main Road, South Banashree, Khilgaon, Dhaka-1219, Bangladesh.

## SKILLS

- IT Support:** Troubleshoot and resolve hardware, software, and network issues for internal and external clients.
- Business Development:** Identify and pursue new opportunities for revenue growth and customer satisfaction and Business Data or Intelligence Analysis.
- Business Operation:** Manage daily operations of a small business, including budgeting, accounting, payroll, and inventory.
- SQA:** Conduct quality assurance testing and documentation for software products and services.
- Project Coordination:** planning, executing and monitoring projects, communicating with stakeholders and resolving issues.
- Technical Support :** Provide timely and effective technical assistance to end users via phone, email, or remote access.
- IT Equipment Maintenance and Purchases:** Maintain, upgrade, and purchase IT equipment and software licenses, following best practices and policies.
- NGO Operations:** Coordinate and support the activities of a non-governmental organization, such as fundraising, advocacy, and reporting.

## SOFT SKILLS

- Critical thinking and problem-solving skills
- Analytic and innovative mindset
- Leadership and management skills
- Stress tolerance and resilience
- Communication and customer service skills

## INTERESTS & HOBBIES

- Volunteering at charities organizations
- Learn About New Technologies
- Traveling
- Reading Various Books

## EXPERIENCE

### CREATIVE SOFT TECHNOLOGY (AN IT FIRM)

Dec 2022 – Nov 2023

SQA(Manual Testing) and Business Development Co-ordinator

- Software testing and SQA
- IT and Business Operations
- Project Co-ordinator
- Business Data Analysis

### DAOYAI LIMITED (SISTER CONCERN OF CODE ARROW)

Jan 2021 – Jun 2022

Executive, IT & Operations

- Software testing and SQA
- IT and Business Operations
- IT Support
- Network Adminstrating and Support

### IB ENTERPRISE (AN E-COMMERCE STARTUP BUSINESS)

Feb 2017- Dec 2020

IT and Sourcing Manager (Apprenticeship)

- E-commerce Business planning & marketing
- IT and Business Operations
- Product Sourcing and Distribution system development
- Website maintains and SQA

### SYNERGY STUDENTS ASSOCIATION (AN NGO ORGANIZATION)

Dec 2014 – Nov 2017

Member and Head project co-coordinator (Volunteering)

- Fund raising for various projects
- Project planning, organizing
- IT Support
- Project Management

## EDUCATION

2020

### Computer Science Engineering (CSE)

Daffodil Institute of IT

(Under National University of Bangladesh)

Program: BSC Honor's program

CGPA: 2.99 Out of 4.00

2015

### H.S.C (Higher School Certificate)

Cambrian College, Dhaka

Group: Science.

GPA: 5.00 out of 5.00

2013

### S.S.C (Secondary School Certificate)

National Ideal School & College,Dhaka

Group: Science.

GPA: 4.19 out of 5.00

## LINGUISTIC SKILL

- Bengali: Native. Very fluent in reading, writing and speaking
- English: Fluent (But not native). Fluent with Reading, Writing but normal in Speaking.

## PERSONAL AWARD

- Award from “Lakho Konthe Sonar Bangla” Program.
- Award from Helping birds of DIIT

## PERSONAL PROFILE

Father's Name	Shaik Shahid Ullah
Mother's Name	Seuly Begum
Sex	Male
Date of Birth	01 Feb 1997
NID Number	3302658186
Marital Status	Unmarried
Nationality	Bangladeshi
Region	Muslim (Sunni)
Blood Group	O+
Permanent Address	Shaikh Bari Village :Kawkhali, Thana :Kawkhali, Post :Kawkhali, District :Pirojpur, Barishal-8510 Bangladesh.

## REFERENCES

- ❖ **Mohammad Tauhidur Rahman**  
Procurement Specialist  
Emergency Multi-Sector Rohingya Crisis Response Project.  
Department of Public Health Engineering (DPHE)  
Ministry of Local Government, Rural Development and Cooperatives (MLGRD&C)  
Mobile: 01911-368276  
E-mail: tauhidcips@yahoo.com
- ❖ **Syed Nafiz Hasan**  
Senior Business Relationship Manager  
NRB Bank Limited.  
Mobile: 01715-957537  
E-mail: nafiz.hasan2010@gmail.com

## PROFESSIONAL COURSES

- Business Intelligence Analyst Career Track Boot-camp at Akaademy (Running)
- Cyber Security Professional Training program, under the Hire & Train Project by IIT, Dhaka University, and Primacy Infotech Ltd.(Running)
- Certified Data Center Professional (CDCP) with Internship at New Trizons IT.
- Network administering using Cisco course under SEIP Project.
- Cybersecurity and the Internet of Things by University System of Georgia and offered through Coursera.
- Technical Support Fundamentals by Google and offered through Coursera.
- Software Testing and SQA Training (Online) Offered By QAfox.
- Fundamental of Software Testing and SQA Training offered by Pondit IT.
- Major Incident Management Training offered By Innovana Solution, Canada.
- Project Management Essentials Certificate by Cornerstone on Demand Foundation, an official training partner of PM4NGOs.
- MS Project Training (online) Offered By Edilume Educational Technology Inc,Canada.
- Cybersecurity in Critical Infrastructure Protection (CIP) offered by OPSWAT Academy.
- Introduction to Cybersecurity by the Cisco Networking Academy® Introduction
- Mobile App Development(Dart/Flutter) by Amar Bangladesh Foundation (Online)
- Acquiring Competencies For Employment (ACE) program by Bangladesh Youth Leadership Center (BYLC)
- Infection Prevention and Control course Online by World Health Organization(WHO)
- Basic Teacher Training Course by A2i (5th Batch)
- e-Course: UNV and Voluntarism from UN (UNV e-campus)
- Course :BSAFE from UN (UNV e-campus)

## EXTRACURRICULAR ACTIVITIES

- Volunteered in various events and conferences related to power, energy and innovation, such as National Power and Energy Hackathon (2017), IOT Conference (2017), Bangladesh Innovation Summit (2020) and Space Challenge Submit (2019).
- Organized IT and social events at Daffodil International Institute of IT, such as IT Fest (2018) and Camp For Life (2019).
- Worked as a promoter of 999 National Emergency Number by ICT Division.
- Core team member at Google Developer Group Sonargaon and area co-coordinator at Amar Bangladesh Foundation.
- Volunteer and member at several foundations and organizations, such as: Bidyanondo, JAAGO, UN Volunteers, UNICEF BD, Bangladesh Red Crescent Society and DIU BASIS Student's Forum.
- Participated in various social service works such as:
  - Distributing relief materials to flood victims and other vulnerable groups
  - Organizing awareness campaigns on health and hygiene issues
  - Volunteering at local schools and orphanages
  - Demonstrated leadership, teamwork, and communication skills in these activities
  - Received appreciation and recognition from the beneficiaries and the organizers.

## DECLARATION

I hereby certify that the above information is true and correct to the best of my knowledge and belief and all supported documents would be provided upon request.

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SHAIK KUDRAT ULLAH  
DATE:...