Md. Shah Alam

Web application developer

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Career Summary

I have a successful career in the telecom billing domain, specializing in CDR (Call Detail Record) based billing systems and their functionalities. With over 8+ of experience, I have consistently demonstrated my expertise in designing, implementing, and optimizing telecom billing systems to ensure accuracy and efficiency.

In addition to my telecom billing proficiency, my expertise also extends to web application development. Throughout my career, I have consistently demonstrated my ability to create robust and user-friendly web applications that facilitate data management, reporting, and customer interaction.

Skills

❖ **Telecom Billing Skills**
- Billing Systems: Oracle Billing and Revenue Management (BRM), CBOSS Billing and Revenue Management, Ericsson Revenue Manager
- Data Analysis Tools: Microsoft Excel, SQL, Business Intelligence (BI) Tools (Tableau, Power BI)
- Project Management Tools: Microsoft Project, Asana, Trello
- Data Security Tools: Data encryption software, Access control and identity management tools
- Communication and Collaboration Tools: Email clients (Microsoft Outlook, Gmail), Collaboration platforms (Microsoft Teams, Slack)
- Quality Assurance and Testing Tools: Testing frameworks and tools, Quality assurance software

❖ **Programming Skills**
- Back-End Languages: Competence in languages like PHP, Python.
- HTML/CSS: Proficiency in HTML and CSS for web page structure and design.
- JavaScript: Strong understanding of JavaScript for interactivity and dynamic functionality.
- Front-End Frameworks: Knowledge of frameworks like Bootstrap, Vue.js.
- Database Management: Proficiency in SQL (MSSQL, MySQL, PostgreSQL)
- Version Control/Git: Familiarity with Git for code versioning and collaboration.
- Responsive Web Design: Skills for creating responsive websites using media queries.
- Web Performance Optimization: Knowledge of optimization techniques for faster loading times.
- Security: Understanding web security best practices and common vulnerabilities.
- Web Accessibility: Knowledge of web accessibility standards (WCAG) for inclusivity.
- Package Managers: Proficiency in npm or yarn for dependency management.
- Build Tools: Skills in tools like Webpack or Vite for task automation.

- Content Management Systems (CMS): Experience with CMS platforms like WordPress.
- Testing and Debugging: Knowledge of testing frameworks and debugging tools.
- Cross-Browser Compatibility: Ensuring websites work across different browsers.
- Command Line: Proficiency in using the command line interface (CLI).

Professional Experience

Bangla Trac Communications Limited, Banani, Dhaka-Bangladesh | August 23, 2015 – Present
https://www.btraccl.com

Senior Engineer | Responsibilities

❖ **Application Design and Development Successes**
- Designed and developed a server monitoring and reporting system, reducing server downtime and saving 120 hours per month through automation.
- Implemented an efficient resource management system, boosting team productivity and reduced expenses through effective resource allocation.
- Utilized advanced SQL querying and scheduling techniques to manage large datasets, significantly reducing data processing time and improving business efficiency.
- To avoid company losses, I have designed a module for analyzing and integrating voice call rates. This module incorporates destination-wise rate comparison before the integration process.

❖ **Telecom Billing Activities**
- CDR Data Analysis and Visualization: Analyzing Call Detail Records (CDRs) using ETL processes. Ensuring data accuracy and creating real-time data visualization dashboards with tools like Tableau or Power BI.
- Pricing Configuration and Invoicing: Configuring pricing structures and automating invoice generation with SQL queries. Ensuring accurate billing for telecom services.
- Server and Network Management: Optimizing billing system performance, implementing load balancing, failover mechanisms, and network security.
- Profit-Loss Calculation: Developing financial models for P&L statements, considering expenses, maintenance costs, and revenue streams.
- Billing Software Management: Administering, configuring, and maintaining billing software, including customization and API integrations to meet business needs.

blinto.co, Mirpur, DOHS, Dhaka, Bangladesh | August 21, 2015 – November 30, 2016
https://blinto.co/

❖ **Full Stack Web Developer (Remote) |** August 21, 2015 – December 30, 2016
- Developed e-commerce websites with Laravel, Bootstrap, HTML, CSS. Integrated secure payment systems for convenient transactions.
- Created an efficient online doctor appointment system with WordPress, JavaScript, HTML, CSS. Simplified appointment booking, enhancing convenience and accessibility for patients.
- Designed and developed responsive websites and admin control panels using PHP, JavaScript, MySQL, Bootstrap. Optimized for optimal viewing and usability across devices, ensuring smooth user experiences. Customized admin control panels with intuitive interfaces for effective content management and administrative tasks.

❖ **Full Stack Web Developer |** March 24, 2014 - August 20, 2015

- Web application design and development.
- WordPress theme customization and development.
- PSD to HTML and CSS responsive template design.

Education

B.Sc. in Computer Science & Engineering
Southeast University, Dhaka-Bangladesh

Training

Windows and SQL server
IBCS-PRIMAX Software (Bangladesh) Ltd
Dhanmondi R/A, Dhaka-Bangladesh