Md. Shah Alam

Web application developer

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Career Summary

With 9+ years of experience in web technologies, I have consistently developed solutions that align with and support organizational goals. My expertise in PHP, JavaScript, SQL and modern front-end frameworks allows me to build scalable, user-friendly applications that enhance performance and efficiency. I am confident that my skills, experience, and dedication can contribute meaningfully to achieving your company's goals.

Skills

❖ **Programming Skills**
- Languages: **PHP, JavaScript, Python**
- Front-End: **HTML5, CSS3, Bootstrap, Tailwindcss, Vue.js, jQuery**
- Back-End: **Laravel, RESTful APIs**
- Database: **MySQL, MSSQL, PostgreSQL**
- Version Control: **Git**
- CMS: **WordPress (custom themes & plugins)**
- Build Tools: **Webpack, Vite, npm, Docker**
- Graphic Tools: **Photoshop, illustrator, Figma, Blender and Camtasia**
- Other Skills: Responsive design, performance optimization, web security, accessibility, cross-browser compatibility, CLI

❖ **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
- Communication and Collaboration Tools: Email clients (Microsoft Outlook, Gmail), Collaboration platforms (Microsoft Teams, Slack)

Professional Experience

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

Assistant Manager (Web Applications) | 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**
  - <u>CDR Data Analysis and Visualization:</u> 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.
  - <u>Pricing Configuration and Invoicing:</u> Configuring pricing structures and automating invoice generation with SQL queries. Ensuring accurate billing for telecom services.
  - <u>Server and Network Management:</u> Optimizing billing system performance, implementing load balancing, failover mechanisms, and network security.
  - <u>Profit-Loss Calculation:</u> Developing financial models for P&L statements, considering expenses, maintenance costs, and revenue streams.
  - <u>Billing Software Management:</u> 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