

SAZZADUL ISLAM SHOVON

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Work Authorization: F-1 OPT Approved

PROFESSIONAL SUMMARY

Entry-level Information Systems professional with a Master's degree and a strong foundation in data analysis, business operations, and IT support. Skilled in advanced Excel, SQL, Tableau, and basic Python, with hands-on experience in reporting, system support, and cross-functional collaboration. Familiar with SAP at a basic level and business-IT workflows. Published researcher with peer-reviewed IEEE and international conference papers. Seeking an entry-level opportunity in analytics, business operations, or IT support in the U.S.

EDUCATION

Central Michigan University — Mount Pleasant, MI

Master of Science in Information Systems

Graduation: December 2025

GPA: 3.17 / 4.00

Daffodil International University — Dhaka, Bangladesh

Bachelor of Science in Electrical & Electronic Engineering

Graduation: May 2019

CORE SKILLS

Data & Analytics

- Advanced Microsoft Excel (Pivot Tables, VLOOKUP, Data Cleaning)
- SQL (queries, joins, filtering)
- Tableau (dashboards and data visualization)
- Python (basic data analysis)
- Data reporting and trend analysis

Business & Operations

- Business process understanding
- KPI tracking and reporting
- Documentation and reporting
- Stakeholder communication

IT Support & Systems

- Application and system support
- Basic troubleshooting
- Incident documentation
- SAP (basic knowledge / navigation)
- End-user support

PROFESSIONAL EXPERIENCE

Printyco LLC — Bangladesh

System Analyst UI & UX Focas

Jan 2026 – ongoing

Walton Digi-Tech Industries — Bangladesh

Principal Officer (IT Consultant)

May 2022 – June 2023

- Supported business and marketing teams by analyzing sales and operational data using Excel.
- Prepared regular performance and sales reports to support management decision-making.
- Conducted market and customer research to identify trends and improvement areas.
- Assisted with customer data tracking, documentation, and reporting activities.
- Collaborated with cross-functional teams to support IT-enabled business operations.

Evaly Ltd. — Bangladesh

Customer IT Support Executive

March 2021 – May 2022

- Provided application and IT support to users, resolving basic system and application issues.
- Documented recurring issues and assisted in process improvement initiatives.
- Coordinated with internal teams for issue escalation and resolution.

Airtel Telecom — Bangladesh

Intern – Customer Support

August 2020 – March 2021

- Assisted in customer service and basic IT support activities.
- Supported reporting, documentation, and data entry tasks using Excel.
- Gained exposure to telecom systems and IT support workflows.

SELECTED PUBLICATIONS

- Smart Home Automation System Controlling Through Computer Vision (2024)

- One Day International Cricket Match Score Prediction Using Machine Learning Approaches (IEEE, 2024)
- Energy Aware Planning Approach Considering Cost of Electrical Energy for Sustainable Development (IEEE, 2024)
- A Systematic Clone Detection Performance Analysis on BigCloneBench Dataset (IEEE, 2025)

CERTIFICATION

- Advanced UI & UX Design — Ministry of Information, Bangladesh

ADDITIONAL INFORMATION

- Eligible to work in the U.S. under **F-1 OPT (Approved)**
- Open to relocation within the United States.