

# MAHMUD MUNNA

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## Professional Summary

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Aspiring Web Developer with practical experience gained through building multiple projects during a comprehensive web development program, including React-based applications and MERN-stack projects.

Currently working as an ERP Implementation and Support Manager, where I collaborate with development teams, troubleshoot technical issues, and conduct user training sessions—strengthening my problem-solving, system analysis, and communication skills.

## Skills

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JavaScript | React.js | Tailwind.css | Firebase | Git | Github | Node.js | Express.js | MongoDB | Vercel | SQL

## Projects

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### Sneaker Merch Drop System

[Live link](#) [Github link](#)

A limited sneaker store with fully real time stock update with item booking and checkout functionality.

- Users can reserve/book limited stock items with a short time window before completing a purchase.
- User clicks on “Reserve” on an item and the reserve lasts for 60 seconds.
- If the user doesn’t click on the “Purchase” button within 60 seconds, the reservation expires.
- New Merch Drop API with timestamps. Merch won’t be available to users before it.

### Bookshelf – Library Management System

[Live link](#) [Github link](#)

A full-featured library application where users can borrow and return books with an intuitive interface.

- User authentication with email/password and Google social login.
- A dedicated “Books” page showcasing all available and popular books for borrowing.
- Borrowing functionality that securely stores user-book records in the database.
- Personalized user experience with a built-in light/dark mode toggle.

## Experience

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**ERP Software Implementation and Customer Support Manager**  
**Arefeen Software Ltd. (Dhaka, Bangladesh)**

2020 – Present

- Address and resolve customer inquiries related to ERP software modules and features.
- Provide technical assistance to clients, ensuring efficient resolution and smooth system operation.
- Conduct user training sessions to improve proficiency and overall software adoption.
- Collaborate with development teams to report issues, user feedback, and product enhancements.
- Implementation of ERP systems by assisting clients throughout onboarding and workflow setup.

## Key Achievements

- **Implemented real-time attendance management solutions** for multiple clients by integrating biometric attendance devices with SQL Server databases, enabling automated live attendance reporting within the ERP system.
- **Introduced a QR-based employee information system** within the human resources module, enhancing data accessibility and reducing manual lookup processes.
- **Successfully deployed a Document Management System** built on ASP.NET, digitizing previously handwritten workflows and streamlining document handling for clients.
- **Conducted a comprehensive 4-day ERP usage and implementation training workshop** at *S.S.R Institute of Technology & Management* for **40 participants**, delivering hands-on sessions on system workflows, practical usage, and ERP implementation best practices.

## Education

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### **Complete Web Development Course - (2023-2024)**

JavaScript, HTML, CSS, REACT.js, Node.js

### **Diploma in Computer Science and Application (DCSA) - (2015-2016)**

Department of Computer Science and Engineering

University of Rajshahi

### **Bachelor and Masters of Science (2012-2018)**

Population Science and Human Resource Development

University of Rajshahi

## Reference

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### **Iqbal Baksh**

Software Development Consultant (DreamApps)

Advanced Information Management Solutions (BD) Ltd. AIMS

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