

# Uzzal Chandra Boissha

Dhaka, Bangladesh

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GitHub: [github.com/uzzal5954](https://github.com/uzzal5954) | Portfolio: [uzzal-portfolio.github.io/portfolio](https://uzzal-portfolio.github.io/portfolio)

## CAREER OBJECTIVE

Dedicated Technical Support & QA Professional with nearly 3 year of experience in enterprise-level ERP systems. Proven skills in Manual Testing (Functional, Regression, UAT), Bug Tracking, and Requirement Analysis. leveraging a background in acting team leadership and cross-functional coordination to seek opportunities that utilize technical expertise and organizational skills within a technology-driven environment.

## PROFESSIONAL EXPERIENCE

### Tiger IT Bangladesh Limited

Feb 2023 – Present

Technical Support Assistant (Acting Team Lead) – CAAB ERP Project

Dhaka, Bangladesh

#### Application Support & Team Leadership:

- Served as **Acting Lead** of the Application Support Team for the **Civil Aviation Authority of Bangladesh (CAAB)** ERP portal, coordinating operations across all civil airports.
- Led L1 support activities, acting as the primary escalation point between end-users and the QA/Development/DB teams.
- Provided onsite and remote support to ensure uninterrupted ERP usage for geographically distributed airports.

#### Software Testing & Quality Assurance (SQA):

- Executed **Regression, Functional, and User Acceptance Testing (UAT)** for new features and patches prior to production.
- Validated business workflows, Role-Based Access Controls (RBAC), and data consistency to prevent regression issues in live environments.

#### Bug Tracking, Analysis & Documentation:

- Analyzed and documented software defects reported by end-users, distinguishing between functional bugs and user errors.
- Prepared structured **bug reports and impact analyses** for L3 developers, significantly reducing debugging time.
- Assisted developers in L2/L3 issue analysis by providing real-world usage context and functional insights.

#### Requirement Gathering & System Enhancement:

- Conducted requirement gathering sessions with CAAB stakeholders for new modules and system extensions.
- Authored **functional requirement documentation** and change requests, bridging the gap between business needs and technical implementation.

#### User Training & Crisis Management:

- Delivered end-user training programs and live support sessions to improve user adoption and reduce operational errors.
- Participated in critical incident handling, coordinating with infrastructure teams to restore services during disruptions and post-incident reporting.

## EDUCATION

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### Dhaka Polytechnic Institute

*Diploma in Engineering (Computer Technology)*

2017 – 2022

*Dhaka, Bangladesh*

CGPA: 3.80 / 4.00

Board: Bangladesh Technical Education Board

### Civil Aviation High School

*Secondary School Certificate (Science)*

2016 – 2017

*Dhaka, Bangladesh*

GPA: 4.86 / 5.00

Board: Dhaka

## TECHNICAL SKILLS

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**Languages:** Python, SQL (MySQL), PHP, HTML, CSS

**Review Testing:** Manual Testing, Regression Testing, UAT, Bug Analysis, Requirement Gathering

**Tools Platforms:** Git, GitHub, VS Code, Cursor, intellij, Linux (Arch, Ubuntu)

**Concepts:** Data Structures, OOP, SDLC, Relational Databases

## PERSONAL PROJECTS

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### Weather App | Python, Tkinter, API

Desktop application that fetches real-time weather information using a public API.

Link: [github.com/uzzal5954/Weather\\_App](https://github.com/uzzal5954/Weather_App)

### Mobile Platform Processor Info | Web (PHP, MySQL)

Dynamic website providing specifications for mobile processors.

Link: [github.com/uzzal5954/Microprocessor](https://github.com/uzzal5954/Microprocessor)

### IC Engine Information Website | Web Development

Informational educational website about Internal Combustion engines.

Link: [github.com/uzzal5954/IC\\_engine](https://github.com/uzzal5954/IC_engine)

## HONORS & AWARDS

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**Best Web Design Presentation Award** (Dec 2019) – Provided by Head of Department, Computer Technology, Dhaka Polytechnic Institute.

Awarded for an individual academic project on Web Development (Microprocessors).

## CERTIFICATIONS

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IT Essentials – Cisco Networking Academy (Dec 2020)

Problem Solving (Basic) – HackerRank

## ADDITIONAL INFORMATION

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**Languages:** English (Professional Working Proficiency), Bangla (Native)

**Interests:** Cloud Computing, Cyber Security, Machine Learning, PC Hardware