Mohammed Nazir Alam
ICT Professional/Consultant

Objectives: Hard working and detail-oriented **ICT professional/Consultant** having 34 years of experience. Worked as Consultant in the World Bank Project which is successfully completed in due time. Also have experiences as Programmer, Database Administrator, Data Processor and Senior System Analyst. My qualifications & experiences are extremely technical & practical. A challenging position in **ICT** field will give me an opportunity to contribute my qualifications, skills and experiences.

Profile: **ICT Professional**, my responsibilities are Data Collection & Entry, Data File Management & Organization, Data Extraction & Migration, Database Design & Administration, Data Processing & Analysis and **visualization** of Data, Project Management and giving support to the Developers & End Users. Also I have experiences in Installation, Upgrading, Troubleshooting Server, Printer & PC. Other experiences are **Symposium Server**, **Intranet Web Server**, **SQL Servers, Teradata, and Oracle database**, Website administrator, Systems Operations LAN, Windows NT, Mainframes, Miniframes, OMR and Planning & Scheduling of Maintenance Management and Logistics Information Systems. Also supervise the System Analyst, Programmer and other technical staffs.

Application Completed: Human Resources, Payroll Automation, Attendance Automation, Staff Break System, Helpdesk Automations, Sales and Accounts, Store Management System, Equipment Maintenance Management System, Online Quiz, Credit Card Transaction System, Agent's Evaluation System, Trouble Escalation Tracking System, Collection Information System, Ministry Form Automation and many other small Projects and Websites.

Project Management: I have to do **ICT** technical project planning and implementation, testing and deploy the appropriate technology solution to meet the business requirements. As a Project Manager I have to contact with the client, accumulate requirements, estimated works, staffing and prepared a proposal according to the budget. Deploy the appropriate technology solution to meet the business requirements. Supervise, monitoring and support the ICT vendors, contracted by the Government/organization and I ensure its deliverables according to the agreement of work order; Conduct regular meetings, organize & support ICT related training and preparing reports as required.
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Public Career: 1. Working under Services for Children at Risk, World Bank Project, Ministry of Social Welfare

2. Worked under Kuwait Land Force (Kuwait Army)

3. Worked under Jeddah International Airport, under ministry of civil Aviation, Kingdom of Saudi Arabia

Computer Knowledge (Summary of Skills)::

i. **Packages (Applications)**:MS-Office (MS-Word, MS-Excel, MS-PowerPoint & MS-Access), MS-Paint, MS-Publisher, Adobe Photoshop, Dreamweaver, Adobe Illustrator, Flash, Lotus-123, dBase, **SPSS**, Crystal Reports, Harvard Graphics, PageMaker, ReadySetGo, MacDraw, SuperPaint, MacPaint and CRM**.**

ii. **Languages/Tools/Databases:** RPG, Cobol, Visual BASIC, VB.Net(2003-2010), VBScript, JavaScript, Access, Visual FoxPro, DBase, Clipper, C++, Crystal Reports, HTML, Sybase Database, JavaScript, PHP, Python, ASP.Net, XML, CSS, Toad, Queryman, NCR-Teradata, SQL Server, Report/Form Builder 6i, Oracle.

iii. **Types of Computer:** Mainframe, Miniframe, Optical Marks Reader (OMR), Macintosh (Apple) and Personal Computer (PC).

iv. **Types of Server:** Microsoft Windows Server, UNIX & Linux, Ms SQL Server & Oracle Database Server, Microsoft IIS Web Server and Symposium Server (Call Center).

Academic qualifications and professional certificates:

Serial No.	Name of the Course	Country
1	MBA, Major Management Information Systems	Bangladesh
2	BA, Sociology, Mother Tongue and others	"
3	Secondary School Certificate	"
4	Higher Secondary Certificate	"
5	Associate Diploma in Computer Science	"
6	Customer Relationship Management	Kuwait
7	Success Sales Through Service	"
8	English Course 301 British Council	"
9	English Course 302 British Council	"
10	Arabic Language program	"
11	Visual BASIC Intermediate and Advance	"
12	Internet System Management	"
13	Advanced Internet System Management	"
14	Microsoft FrontPage XP (Introduction And Advance	"
15	Oracle Report Builder 6i	"
16	Dream waver MX (Introduction And Advanced)	"
17	Web Page Authoring Fundamentals	"
18	Photoshop (Introduction And Advanced)	"
19	Flash MX (Introduction And Advanced)	"
20	Java Script Fundamentals	"
21	Dynamic Server Pages	"
22	Introduction to Visual Basic .NET Programming with Microsoft .NET	"
23	Developing Microsoft .NET Applications for Windows (Visual Basic.NET)	"
24	Programming ADO.NET	"
25	Developing Microsoft ASP.NET Web Applications Using Visual Studio.NET	"
26	PHP Programming with HTML, CSS, Javascript, Ajax & Jquery	Bangladesh
27	Certificate of Competence	Kuwait

Working Experiences:

July 2016 to date:

Position held: **ICT Specialist**
Company Name: M/S. PVC House
Description of Duties: Employed as **ICT Specialist** in M/S PVC House. I am the chief the ICT Systems Administrator for the company, my responsibilities is giving advisees how to use and design, develop, implements the Information & Communication Technologies in order to meet the business objectives and overcome problems. I am working to improve the structure and efficiency of the ICT systems and giving training on applications, servers and infrastructure support. Following are few tasks I have to perform:

1. Analyze client's necessities, specified problems to develop software solutions that fulfill operational and business requirements
2. Advise & support internal and external customers to solve computer problems in timely manner
3. Supervise developers and network experts to facilitate services in efficient way
4. Traveling to the customer's sites to consult with clients to determine feasibilities of computer programs and network plans.
5. Meeting with clients to determine requirements and define the scope of a project,
6. Planning scheduling for implementation and resources needed,
7. Budget analysis for the clients and for the company,
8. Developing software, deploying, implementing; and Data Analysis as require,
9. Presenting solutions and reports in written, oral and Data **visualization** if require
10. Helping clients in management activities and many others issue as require.

August 2015 to June 2016:

Position held: **Consultant (MIS Specialist)**
Company Name: **Services for Children at Risk, World Bank Project, Ministry of Social Welfare**
Description of Duties: Under the overall supervision and guidance of the Director General (DG), DSS and the National Project Director (NDP) I have to perform the following assignments:

1. Identify/ understand business process requirements for the following Websites:
   a. **Design, Development, Implementation and Support of a Web-based Management Information System (MIS)** a social allowance program, which include:
      i. Old age allowance program;
      ii. Disability allowance program and
      iii. Widow's allowance program.
   b. **Maintenance of Web-based Management Info MIS for the SCAR Project** and
   c. **Website Development of Jatiya Protibondhi Unnayan Foundation**
2. Supervise, monitoring and support the ICT vendors contracted by the Government and I ensure its deliverables according to the agreement of work order;
3. Organized and support ICT related training, collect requirements from the ministry end users to develop the Website user-friendly and to do the site all facilities for the MIS Website.
4. Conduct regular meetings, discussions with the ICT services providers in the matter related to MIS Website design and development, training, testing, among others and review their performance, work progress and outcome;
5. Review and provide comments/suggestions/feedbacks on the technical documentation deliverables from the ICT service provider;
6. Attend/participate meetings, discussions related to any ICT issues and take a lead to fix/resolve issues in a priority basis;
7. Work closely with the NPD, SCAR and other counters to achieve the MIS goals and objectives;
8. Prepared monthly report of performance and submit it to the **NPD, DSS, Ministry** & **World Bank,**
9. Making presentation on the performance during the quarterly meeting of the project and
10. Perform tasks and duties related to the MIS Website as assigned by the project directors.

July 2011 to July 2015:

Position held:	**ICT Consultant**
Company Name:	**M/S.** Electro-Zone (Pvt.) Limited

Description of Duties: As an **ICT consultant** I was responsible how to use and develop Information & Communication Technologies in order to meet the business objectives and overcome problems. I was working to improve the structure and efficiency of the **ICT** systems and giving training on applications, servers and infrastructure support. Following are few tasks I have to perform:

1. Traveling to the customer sites,
2. Meeting with clients to determine requirements and define the scope of a project,
3. Planning scheduling for implementation and resources needed,
4. Budget analysis for the clients and for the company,
5. Developing software, deploying, implementing; Data Analysis as require

May 2000 – June 2011:

Position held:	**Senior System Analyst** (**Kuwait)**
Company Name:	National Mobile Telecommunication Co. K.S.C. (Wataniya Telecom)

Description of Duties: As a **Senior System Analyst** I was mainly responsible for Customer Care Department and also performing Programming using Oracle & Visual Basic languages and I used Oracle, Teradata and SQL Server Databases. I had developed many programs like Branches cash collection, Face to Face interface, HRM systems, Purchasing Modules and many other programs for the company. I was also responsible to give systems support to the end users as well as Data processing, extracting data for reporting purpose, developing software for the department as required, but some of my jobs were also related with other departments like Finance, Human Resources and Collections etc. I was also performing the administrative function of the **Symposium Server**, **Intranet Web Server** and **SQL Servers**. Activating agents and their skill sets and running query for extracting & analysis daily activity & ACD data for preparing Reports and Data **visualization** as required.

June 1997- April 2000:

Position held:	**Database Administrator Kuwait**
Company Name:	GKN Defence & Alvis Vehicle Ltd. (Both are **British Companies**)

Description of Duties: I was responsible for Data file management, Processing, Preparation of Daily, Weekly and Monthly Reports and other necessary Reports requiring by the Authorities. Also giving support for PC's and printers. I was also analyzing the cost for repairing of equipment (Warrior) involving manpower and spares, keeping record of all technical and administrative functions. Preparation of Applications (Software) require for Desert Warrior Maintenance Management System Logistics Information System, Work Order Management and Processing, Personnel Management System and Accounting System. Preparing Reports and Data **visualization** as required.

July. 1990 - May. 1997:

Position held:	Computer Programmer
Company Name:	Binary Information Systems, Dhaka, Bangladesh.

Description of Duties: I have seven years experience under this company as a Computer Programmer and Database Administrator. I was responsible for developing various kind of commercial software for the customer; like Commercial, Statistical, Financial and Administrative Data Processing. I also perform a wide variety of Computer Operations and the supervising of the other Technical Staff. Other duty includes designing of Applications for Data Entry, Statistical, Financial and Administrative Data Processing, using Access, BASIC, FoxPro and dBase etc.

July 1985 - June 1990:

Position held:	**Data Processor** (**MIS/Planning/Scheduling/Analysis**)**, Saudi Arabia**
Duty place:	Planning Department, **Jeddah International Airport**

Description of Duties: I was responsible for Data File Management, Organization of Data and Data Processing for Management Information Systems, Logistics Information Systems, Store Management Systems and Equipment Maintenance Management Systems. Preparing Weekly and Monthly Status Reports and other necessary Reports as required, keeping record of all technical and administrative functions. Other responsibilities include **Planning & Scheduling of Equipment Maintenance** and program developing as required.

Following Software's (VB6/Dot Net and SQL Server/Oracle) developed by me;

Sl. #	Project Name	Used for
01.	HR Information Systems	Human Resource Management
02.	Equipment Maintenance Mgt Systems	Maintenance Management Department and Workshop
03.	School Management Systems	Institute Management and Accounts systems
04.	Payroll and Accounts	Full package of Accounts systems
05.	Attendance Systems	Staff Attendance Preparation and keeping history
06.	Staff Break System	Staff Break Taking and information
07.	Academic Results	Academic results or any interview results
08.	Credit Card Tracking System	Credit Card and Mobile Tracking systems
09.	Quiz Online (MCQ)	Agent's Performance Online Test
10.	Inventory & Logistics Info Systems	Store management, report on all items available in the Depts.
11.	Escalation Tracking System	Escalation Process and History.
12.	Campaign Programs	Marketing Campaign Program
13.	Call Monitoring Evaluation Program	Agent's Performance Evaluation Systems
14.	Personal A/C Mgt.	Personal Accounts Management Systems
15.	Collection Payment Information Form	Customer Payment information and Printing system
16.	Collect Follow up	Collection bills from the Subscribers
17.	Rate Plans Calculator	For calculation Rate Plans
18.	Face to Face	Customer Information Printing Form
19.	Help Desk Automation	Help Desk daily information
20.	Helpdesk Full Check Report	Checking all applications are running correctly by Helpdesk
21.	Sales, Inventory and Accounts	Sales Process, inventory and Accounts management Systems
22.	CDR/EDR Extracting & Uploading	Mobile calls information data from PABX
23.	Call Details information program	Individual call details information
24.	Summarize calls information program	Mobile calls and amount systems
25.	Ministry form Filled up Program	Administration department used
26.	Printing Press Information Systems	Offset Printing Press Management
27.	Spare Parts Inventory Systems	Spare Parts Inventory and Point of Sales
28.	POS Cash Management	POS Cash/Sales Management
29.	Statistical Data Analysis	For Statistical Data Analysis
30.	Project Accounting System	Accounting System for World Bank Project

Contact Information:
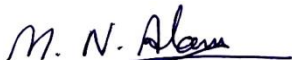Contact Number   : +88 **01726 915553**
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