Last Updated : *July 7, 2018*

MOBASHSHIR ALI

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Career Objective:

To build career in growing organization and work in an environment where I can nurture my expertise and use my skills for the benefit of the company.

Employment History:

Total Year of Experience : 3.1 Year(s)

1. **Officer Grade - II (March 27, 2016 - Continuing)**

   Brac Bank Ltd.
   Company Location : Dhaka
   Department: Access Control Management, Technology Division
   Duties/Responsibilities:
   1. Provide support to the users regarding various Banking Applications through mails.
   2. Banking Application contains the following::
   * Finacle [7 & 10] (Core Banking System)
   * ERP
   * SWIFT.
   * CardPro.
   * Card Cheque.
   * CIB
   * IRIS ect.
   3. Prepare various reports::
   * Monthly, Quarterly, Yearly report.
   * System Downtime report.
   * As per requirement of the stakeholders, various Departments.
   4. Data Analysis::
   * It can be called as Risk Analysis. Before providing any additional privilege or any modification of the privilege of the user in the system need to analysis the risk.
   * Issue analysis.
   5. Create Documentation::
   * Prepare guides for using the application.
   6. Communicate with different Departments of the Bank for making the projects go live successfully.
   7. Maintain daily logs.
   8. Work in various projects assigned by the Unit Head. Till now worked in projects such as Bond Management System, CIB Automation. Currently working in ESSO (Enterprise Single Sign On).

2. **Training & Implementation specialist/ Technical Writer (March 16, 2015 - August 16, 2015)**

Therap (BD) Ltd.
Company Location : Dhaka
Department: Training & Implementation
Duties/Responsibilities:
1. Communicate with the existing users and give feedback to the users.
2. Give solution to the users regarding web application issues.
3. Give instant support to the user through live chat.
4. Communicate with other Teams of Therap in making the project/system up-gradation/release go live successfully.
5. Create Documentation::
* User guides for web application.
* Quick guides for web application
* National Catalogs which contained features of the application.
6. Prepare reports & presentation.
7. Data Analysis::
* Analysis issues faced by the users of the application.
8. Test application errors.(manually)

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
Masters of Business Administration (MBA)	International Business	University of Dhaka	CGPA:3.5 out of 4	2019	2017-2019	-
Bsc Honors	Computer Science & Engineering	University of Dhaka	CGPA:3.24 out of 4	2015	2011-2014	-
HSC	Science	Dhaka College	CGPA:5 out of 5	2010	2009-2010	CGPA 5 out of 5
SSC	Science	St.Joseph Higher Secondary School	CGPA:5 out of 5	2008	2007-2008	CGPA 5 out of 5

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Certified Cisco Network Associate		IBCS-PRIMAX	Bangladesh	Dhanmondi	2015	4 months

Career and Application Information:

Looking For	: Entry Level Job
Available For	: Full Time
Expected Salary	: Tk. 25,000
Preferred Job Category	: Bank/Non-Bank Fin. Institution, IT/Telecommunication, Customer Support/Call Centre
Preferred District	: Anywhere in Bangladesh.
Preferred Organization Types	: Banks, Telecommunication, Software Company, IT Enabled Service, ISP, Computer Hardware/Network Companies, NGO, Multinational Companies, Public Relation Companies, Embassies/Foreign Consulate, Engineering Firms, Group of Companies

Language Proficiency:

Language	Reading	Writing	Speaking
Bengali	High	High	High
English	High	High	High

Personal Details :

Father"s Name	: Shawkat Ali
Mother"s Name	: Fatema Siddiqua Afroza
Date of Birth	: August 6, 1991
Gender	: Male
Marital Status	: Single
Nationality	: Bangladeshi
Religion	: Islam
Current Location	: Dhaka