RESUME
OF
S M ARIFUL ISLAM (ARIF)

1.   CONTACT DETAILS

Present Address: **Permanent Address:**

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2.   PERSONAL DETAILS

DATE OF BIRTH	:	05-02-1976
RELIGION	:	Islam
MARITAL STATUS	:	Married
NATIONALITY	:	Bangladeshi (by birth)
SPOUSE	:	MRS JOBAIDA PARVEEN
		Assistant Urban Planner,
		Local Government Engineering Department (LGED)
		LGD Division, Ministry of Local Government
DAUGHTER/s	:	1. ARIKA SUBHA (Studying in Class IX in Viqarunnesanoon School & College).
		2. JUMANA SUBHA (Studying in Class-I).
HOBBY or SPECIALITIES	:	1. Innovation & Technology & Internet Surfing
		2. Music & Playing Spanish Guitar
		3. Photography
		4. Travelling

3.   CAREER SUMMERY

Focused Area of Concentration:
- Information and Communication Technology for Development (ICT4D)
- Governance
- Communication

Management Information System (MIS) Expert/Consultant	:	More than 5 enterprise level MIS projects successfully completed under a team based working environment as a team leader/member for different large scale public/autonomous/private/multinational organizations operating throughout the country or beyond the country on several occasion during last 15 years working in Bangladesh. The specific tasks includes visiting the site, analysing the core business process (AS-IS) and organizational environment that influence the information systems; feasibility study and defining scope/critical/key areas of the project, analysing, designing, planning the actions, developing & implementing different technologies i.e. database/web/network domain controller/proxy/ web mail/server-client operating system (OS) under Linux/Free BSD(UNIX)/MS Windows platform, software modules, structured cabling systems for LAN/WAN/VPN, specialised hardware like Access Control/Proximity/Bar code Reader, RFID, IP telephony, Router, Firewall, Access Point etc. in the project area; monitoring and evaluating the process of ICT adaptation/implementation and taking necessary measures for continuous improvement, providing local/remote/on-call supports 24/7 basis for ensuring smooth operation; handing over the MIS to the clients/nominated representatives.
Organising, Coordinating, TNA, Curriculum Development and Conducting Session for Training, Workshop and Seminar	:	16 years of professional experience in successfully coordinating and conducting trail-made/customised/regular training program to the professionals/employees from different public/autonomous/private/NGO /multinational organizations. The specific tasks includes conducting meeting with the client's organization (top-mid level management/focal point /relevant personnel) and getting the overview and guidelines of the training program; preparing and negotiating detail budget, finalising and signing of contract agreement; reviewing existing concept papers/documentation /recent online materials/relevant cases/journals/other relevant literatures; developing draft training curriculum based on literature review, conducting Training Need Assessment (TNA), Focused Group Discussion (FGD), reviewing & finalising the training materials through adequate feedback/observations from field test/expert group discussion; developing training materials(XPs, Web based online training lab (OLTL) etc.) for both trainers & trainees using both languages English and Bengali (if required), field testing/gathering feedback, revising & finalising the materials; coordinating the whole training activities as a focal point trainer/facilitator; conducting interactive theoretical/practical /group discussion/case presentation sessions using modern training tools and techniques; planning, organising and conducting the field, preparing /presenting case analysis/field visit report/others required materials; monitoring & evaluating training activities, analysing the gap and taking adequate /accurate measures to mitigate that gap; and preparing almost all types of training related report required.
Information System Plan, Analysis, Design Development and Deploying as an Analyst/Team	:	More than 10 such project completed under a team based working environment as a team leader/member for the different large scale public/autonomous /private/multinational organizations operating throughout the country on several occasion during last 15 years of working in Bangladesh. The specific tasks includes analysing & designing the information systems using tools DFD, USE CASE, UML, Object Oriented Approach, Process Flow Diagram, Process Mapping & Reengineering (BPR);

Leader/Program mer/DBMS Expert		designing RDBMS using ER diagram or normalization techniques, data dictionary; preparing/revising/correcting/ presenting prototypes; performing self/team based coding (both 2/3-tier application architecture platform like database (ORACLE, MySQL, Postgre SQL, SQL Server, Foxpro, MS Access etc.), PHP, JavaScript, DHTML/HTML/CSS, VB, API, Winsock's, Hayes AT Command Set), alpha testing, running/beta testing; preparing users/admin manual, providing necessary training to the end users; providing remote/local support (24/7 basis) in the project area.
ICT Infrastructure or Network Expert	:	More than 5 such projects completed under a team based working environment as a team leader/member for the different large/medium level public/autonomous/private/multinational organizations operating throughout the country on several occasions during last 15 years of working in Bangladesh. The specific tasks includes analysing requirements & designing, installing, configuring and maintaining LAN/WAN/VPN with structured cabling systems using Fibre optic/UTP/STP/Copper /Wi-Fi/Radio link etc. and using devices like Switch (Manageable or unmanageable)/DSL-ADSL /ATM/Access Control Reader/RFID/IP PBX systems/IP camera etc.; designing, installing, configuring and maintaining Mail/Web/Proxy/Firewall/Router/Server based antivirus /Database Server/primary and secondary domain controller /Exchange server etc. under Linux, Free BSD(UNIX) and MS Windows Server based platform; providing remote/local support (24/7 basis), monitoring the operations/adaptation process of technology/implementation, taking necessary correcting measures as well for further improvement; and handing over the networking infrastructure to the clients/nominated representatives. Now days, to adopt the competitive ICT environment and global technological changes requirements, working with cloud based computing environment using services by Microsoft, Google, Mac, godaddy and Wix.com etc. Software tools used were Team Viewer, WinSCP, Remote Desktop Connection, Skype, and Telnet etc.
As a Successful Innovator, Initiator Or Manager Or Leader For Organizational Development With Full Of Commitment And Dedication	:	Since 1999 to 2003 (5 years), worked under pressure in private /multinational organization at entry/mid level position; again since 2004 to date (10 years), worked in public sector at mid/top-level management position of the organization, where there were lots more scope of taking innovative initiatives as a team leader/member regarding reforming the tasks, organization structure, service delivery process improvement, adopting new tools and technologies to improve the business process, managing changes, infrastructure development etc. and taking challenges accordingly to make things happen for job satisfaction and self development to achieve personal as well as organizational goals. Using the diversified management and leadership capabilities, performed quick decision making, identifying the problems in-depth and taking actions to address the matters rightly and solving the issues, motivating/aligning team members and performing multi-task with different stakeholders within or outside the organization. From the early days study till now, gathered lots of experience performing as class captain, school captain, college captain, focal point/team leader/convener of different community association or event management activities which ultimately made a bright quality of positive attitude, carries out tasks without having detailed instructions, makes

constructive suggestions, prepares for problems or opportunities in advance, undertakes additional responsibilities, responds to situations as they arise with minimal supervision, creates novel solutions to problems.

Fluent Understanding/ Experienced on Multi-Cultural/National Working Environment	:	All through the career till now, become experienced from different industries, worked as a associate/co-worker/team member with the professionals from several countries/cultures (Malaysia, India, Sri Lanka, Australia, Germany etc.) and also studied/took training with the international students in many occasion. That's why, achieved the capabilities of confidently deals/negotiate lots of matters/problems/issues with the internal/external /multicultural professionals of all levels for successful business communication via sharing concepts, ideas, exposure and skills.
Social Media Activities		Facebook: Extensive activities like almost 24 hours active with live notification, 3-5 hours daily uses, 5-10 posts in a week; used through Android, iOS, MS Windows, Mac OS concurrently with 5-10 devices; https://web.facebook.com/arifullll; maintaining since 2011; total number of friends: 5000 approx.; purposes are social & media relations, photography, digital marketing etc.; https://web.facebook.com/arifulbim?_rdr, maintaining since 2011; total number of friends: 2500 approx.; purposes are family & official activities, digital marketing etc.; Gmail/Google+/ Youtube: arifullll@gmail.com LinkedIn profile: https://bd.linkedin.com/in/ariful-islam-5a19a72a with 5000+ connections, also users of business version of nevigator Internet Messenger/s: (Viber/Imo etc.): +8801675022755/+8801719500008

4.   MAJOR TASKS PEFORMED IN PROFESSION

Management Information System (MIS) and Information & Communication Technology (ICT)	:	Introduced and implemented successfully the Internet Payment System for the Post Graduate Diploma (PGD) online admission for Bangladesh Institute of Management (BIM) through ATM Card/Mobile Banking (possibly first time in the public sector of Bangladesh). Developed e-Learning Platform and Mobile Applications on Android OS for Post Graduate Diploma (PGD) for Bangladesh Institute of Management (BIM) using internationally widely used open source platform moodle.org and implementation is underway. Planned and designed technically/financially, prepared budget and allocated funds from internal/external sources, developed, implemented and maintained MIS & ICT infrastructures for Bangladesh Institute of Management (BIM) since 2004. Developed and implemented "Online Fertilizer Monitoring System" for Bangladesh Chemical Industries Corporation (BCIC), Under Ministry of Industries in 2012 using 3-tier application architecture on platform MySQL, PHP, HTML /JavaScript/Apache Web Server. Developed and implemented "Human Resource/Personnel Information Systems" and "Accounts Information Systems" for Bangladesh Small and Cottage Industries (BSCIC) Under Ministry of Industries in 2007 Visual Basic 6.0 and SQL Server. Developed and implemented software "Human Resource/Personnel Information and Access Control Management Systems" and structured LAN

for Green Power Ltd., Mirpur, Dhaka in 2009 using 2-tier application architecture on platform SQL Server, Visual Basic 6 and Windows 2000 server. Since 2014, working on to develop web based systems and migrating the existing systems is underway.

Developed and implemented software "LM and Note Forwarding System". Also installed, configured and maintained Primary & Secondary Domain Controller/Mail/Web Server/ Proxy etc. for Military Institute of Science and Technology (MIST) with a view of audio-video-data communication in 2007 on platform Free BSD(UNIX), MySQL, PHP, HTML/JavaScript/Apache Web Server.

Developed and implemented "Personnel Information and Access Control Systems" and "Employee Billing Systems/Payroll" for Bangladesh Ordnance Factories, Gazipur in 2004 on platform Visual Basic 6 and SQL Server.

Developed and implemented "Credit Control Module" for Banglalink Digital Communications Ltd. (former Sheba Telecom Pvt. Ltd.) in 2003 on platform Visual Basic 6 and ORACLE 8 to support customer's bill generation and payment status monitoring, important inquiry, call baring/releasing, customer's letter/SMS management, consolidating data and generating customised reports etc.

Installed, configured and maintained "CreDo Software" for Jardine Shipping Services, Dhaka, Bangladesh to automate shipping line business among lot of countries around the world in 2003 as a local expert on behalf of software development and support team of Singapore.

Capacity Development, Training Management, Coordination, TNA, Curriculum/ Content Development, Session Conduction For The Mid-Top Level Executives From Government Or NGOs Or Multinationals Or Private Sectors	:	More than 100 training course coordinated and at least 4000 hours training session conducted to the participants of Post Graduate Diploma in Computer Science (PGDCS) or corporate level IT professionals on Programming/Scripting Language C, VB, HTML/DHTML, JavaScript, VB Script, PHP, ASP, XML; RDBMS on ORACLE, MySQL, SQL Server, MS Access 2010 or upper version; Networking on TCP/IP, installing & configuring Web, Mail, Database, Proxy, Router, structured cabling etc.; Basic computing with MS office 2010 or upper; Working online with cloud services. Developed ICT based industry standard training course curriculum from 6 months diploma to 4 years long higher diploma program for Mantrust Institute of Information Technology (MIIT) aligning with the vendor certification like MOUS, MCSE, MCSD, ORACLE, A2, etc. Developed curriculum and training materials on Web Technologies (HTML/DHTML, JavaScript, ASP, PHP), DBMS, MIS, MS Office, Computer Hardware, System Analysis and Design, E-Governance etc. for lots of short and diploma training programs. Conducted more than 10 training program (total participants more than 200) on E-Governance and ICT Infrastructure for Implementation of Digital Bangladesh to the ICT Focal Point Officers/Innovation Officers (Class-I)/Mid/Top Level Decision Makers or Managers primarily from public sector and again private sector as well since 2010. Conducted training on Database Management System (DBMS) using Structured Query Language (SQL) in MySQL/Apache platform to the personnel from IT Department of Bangladesh Krishi Bank. Organised and coordinated 6 batches of one day workshop jointly with A2i Program, UNDP on Innovation in Public Service Delivery to 240 ICT Focal Point/Innovation Officers (Class-I)/Mid-Top Level Decision Makers or Managers from different public sector ministries/sector corporations/divisions/departments in 2013.

Conducted 60 days residential training program for the 30 personnel from 10 Upazilla level's Information Center of project Tottho Apa: Empowering Women Through ICT Towards Digital Bangladesh under Jatio Mohila Sangstha (JMS), Ministry of Women and Children Affairs (MoWCA), who are serving the rural women and children regarding gender and health related issues.

Conducting basic ICT training program for women at Upazila level in Panchagar District under Learning and Earning Development Project, ICT Division, Ministry of ICT, Bangladesh.

ICT for Human Resource Management (HRM)	:	Planned, analysed, designed, developed, deployed and maintained large scale HRIS for Bangladesh Small and Cottage Industries Corporation (BSCIC), Bangladesh Ordnance Factories, Bangladesh Institute of Management (BIM), Green Power Electrical and Electronics etc.
		Provided consultancy services for more than 50 HR recruitment since 2004 to different Ministries/Sector Corporations/Divisions /Departments. Also experienced with conducting recruitment exam of bulk number of applicants (25000) as a focal point officer.
Conducting Research And Development As a Team Leader, Expert, Member		Lead the technical research project as a country lead and technical expert of Plan International Bangladesh for Digital Birth Registration (DBR) Technical Analysis Toward Strengthening CRVS (Civil Registration and Vital Statistic) to meet the baseline requirements of United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP) under direct supervision/guidelines from the experts of Plan International Headquarter, United Kingdom in parallel with few more countries from the Asia and the Pacific for 18 months length during year 2015-16. As a mandatory requirements of this international standard technical research project, few number of activities were to (i) Plan, allocate, revise & adjust the resources (budget & others); (ii) Frequent planning, organising & conducting the project and research activities like organising meetings, workshops, field visit & supervise research activities, field survey, focused group discussion (GFD), interviewing stakeholders/International or National experts, huge number of desk review, data collection & analysis, observation & drawing remarks etc. participating with the government higher officials (Secretary or Addl. Secretary Level), donors, iNGOs and other relevant stakeholders; (iii) Weekly reporting & discussing with Plan IH/other international/national experts (though mostly Skype call, rarely face-to-face) to review the research framework, design & activities based on different country experience; (iv) intensive monitoring & evaluating the quality research input/output; (v) provide input and act as a solution IS expert for national level project (integrated Civil Registration Systems with the Prime Ministers Office (PMO) & Cabinet Division, Local Government Department (LGD), Directorate General of Health (DGSH), Ministry of Law & Justice Department project (MoLJA), Ministry of Home Affairs (MoHA), Bureau of Statistics (BBS), Ministry of Education (MoE), ICT Division and other necessary stakeholders of Civil Registration and Vital Statistics (CRVS); (vi) taking endorsement and approval from government & Plan country office and so on.
		Planning, organising & conducting focused group discussion (FGD), interviews, supervising research activities for Upazila Governance Project (UGP), LGD & UNDP; and also for the impact assessment of the Multipurpose Cyclone Shelters, Department of Disaster Management at field level (Zilla, Upazila or Union Parishad).

5. EDUCATION

Masters in Business Administration (MBA Major in MIS)	:	Almost completed *MBA (MIS)* under Evening MBA program of Dhaka University since 2013
CPISM	:	*Computer Proficiency in Information Systems Management (CPISM)* (6 months diploma courses) from APTECH Computer Education in 1999
GRADUATION	:	Bachelor of *Urban and Rural Planning (URP)* from Khulna University, Khulna in 1998 (4 years), securing CGPA 3.04
Higher Secondary School Certificate (HSC)	:	*Higher Secondary Certificate* (Science) of Jessore Board from Khulna Public College in 1993 securing First Division
Secondary School Certificate (SSC)	:	*Secondary School Certificate (Science)* of Jessore Board from Bangobashi High School in 1991 securing First Division

6. CORE ICT/TECHNOLOGY SKILLS

IS (Information Systems) Analysis, Business Process Reengineering (BPR), Planning & Designing Integrated IS	:	Technical/Requirement analysing of the core business process (AS-IS) and organizational environment that influence the information systems; planning and designing the IS prototypes; feasibility study and redefining scope/critical path or key consideration areas; developing, implementing, monitoring, evaluating and adjusting/managing the changes during IS life cycle using MS Visio/MS Project/Trello.com /convenient downloaded/web tools etc.
Office Automation Applications Development, Deployment, Desktop Support, Capacity Development and Maintenance	:	Advanced using and maintaining skills on MS Office 1997-2014 or upper in integrated manner i.e. UNICODE Bangla and English typing, editing, formatting, automated letters/receipts/forms generating by Mail Merge using any standard/portable format stand-alone/shared database, reviewing files using Track Changes, charts/graphs using OLE Objects; stand-alone/central/shared information/database throughout all the applicable software/utilities for PC/Laptop/Tab/Smart Phone etc. in MS Outlook 2014 or upper; web browsing & web mailing using most of the up-to-date browsers with required number of plugins/dependable components; project management using MS Project 2013/free online office management tools or applications, lots of contemporary web based/downloaded Utilities and Software packages etc. Smart user of handling multi-type devices (PC, Smart Phone, Portable Tabs and Notebook) having different OS standards for internationally renowned and popular single cloud based/virtual application services like MS Office Online, Google/iCloud/One-Drive/Drop-box, open source/cloud based software's like Orange HRM, Trello.com, FreeHR; advance graphics designing with number of simple online/desktop graphics tools/applications like Adobe suites, iPhoto, Image Tricks Lite, MS Paint, MS Office Picture Manager, Photo Sense Lite etc.; Social networking media using

Facebook, LinkedIn, Google Circle, viadeo.com, Two.com etc.; Blogging/Online Forum/Online Membership using National Web Portal of Bangladesh (Bangladesh.gov.bd), UISC (Union Information and Service Center, uisc.ning.com), LGD, Bangladesh, bdnews24.com, bip.org.bd, bim.org.bd etc.; e-Commerce shopping/Online Payment Transaction using ekhanei.com, olx.com, bikroy.com, alibaba.com, amazon.com, paypoint.com.bd, bkash.com, utility/others bill payment by mobile, teletalk.com services etc.; job searching using bdjobs.com, prothom-alojobs.com, oDesk.com, freelancer.com, elance.com etc.

Advanced user on online communication tools through PC/Smart Phone/Tab/Laptop using Skype, FaceTime, Viber, Line, WhatsApp, TeamViewer, yahoo/FB/Google/MSN Messenger etc.

Advanced user on Google online calendar for date-time scheduling, alarming, and integrating with other sites/applications to share common information among the connected group in another platform.

Computer Programming/Scripting Languages, Rapid Application Development (RAD) & Joint Application Development (JAD) Tools and Web Development.	:	Extensive programming capabilities for long 10 years (2000-2010) on writing structured programming/coding, testing & debugging, upgrading using 4rth/5th generation programming language platforms like HTML/DHTML, MySQL, PHP, ASP, JavaScript, VBScript, Visual Basic 6 or upper version, C/C++ etc. through different suitable software/hardware platforms/ third party components. Successful working records on both for the new system development, upgrading/migrating existing systems or even parts of whole systems as a team member. Also hands on working experience on Word-Press, PHP Frameworks, up-to-date RAD & JAD tools, Could based application development platform, Android Applications etc.
Analysing, Designing, Implementing Database Management Systems (DBMS)	:	In-depth requirements study & defining Database Architecture using ER Diagram/DFD/UML/Data Dictionary by convenient/applicable Computer Aided System Engineering (CASE) tools like MS Visio/MS Project/free online web/downloaded tools etc. connecting with the best fitted database application platforms e.g. latest version of ORACLE (including parallel Server), MySQL, MS SQL Server, MS Access, MS Excel, FoxPro, Portable Text Database format (*.txt/*.csv) etc. Monitoring the performance of database, analyzing the DB architecture to look for the causes of slow performance or to find opportunities for improving the performance and finally optimizing or fine-tuning the DB architecture, monitor the performance. Integrating/manipulating/migrating database with/from other portable/ database platforms, maintaining the security, regular backup & disaster recovery.
Integrating Cross/Multiple Information Technology (IT) Platforms	:	Major role played with integrating multi-hardware & software platform, Payment Systems, third party tools/applications, special hardware like Proximity Reader, Bar Code Reader, Telecom soft switch, GPS, mobile devices and so many ICT equipment's etc. to meet the industry demand.

For Desktop/Server: MS Windows Desktop/Server Family, Mac (OS X Yosemite 10.10.x, Sierra 10.12.2), Ubuntu, LINUX, Free BSD, Sun Solaris etc.

For Mobile/Tab/Portable Devices: Extensive user, trouble shooter, application developer, trainer since 2010 to date on current/latest version of Android, iOS, MS Windows X.X, Java, and Symbian etc.

Data Communication and Networking	:	Planning, Analyzing, Designing, Deploying, Configuring, and also Maintaining:

LAN/WAN/VPN/SAN over the structured cabling systems through fibre optic, UTP/STP, Coaxial, Copper Wire etc., where the services were Primary & Secondary Domain Controller (PDC & BDC) on MS Windows Server Families, ADS (Active Directory Services), Linux, FreeBSD/UNIX, and Sun Microsystems etc.

Database Server using ORACLE/MySQL/MS SQL Server/ORACLE parallel version/MS Access;

Mail/Exchange/PBX Server through MS Exchange, Send Mail, Cube Box from Sun Microsystems, Squirrel Mail etc.;

WWW Server using Apache, Microsoft IIS etc.;

Router/Proxy/Firewall/Antivirus Server/Bandwidth Manager/ VoIP or IP telephony devices/DSL/ADSL etc.

Infrastructure Development for Government (Mostly Technology Based)	:	Concept building, procurement planning, provisioning & allocating funds & other resources, tendering and procuring, deploying those resources, machineries, equipment's, operating, capacity development & handing over to the stakeholder and maintaining the technology based infrastructures/solutions for:

OMR (Optical Mark Reader), Photocopier, Digital Duplicating Machine for exam system;

PC, Laptop, Printers, Digital Display Board, Multimedia Projector, Wireless Network, Digital Signage, Data backup & Storage Solution, Furniture's & Fixtures, Printer, Scanner etc. for Computer Lab or Office Automation Purposes.

Portable devices e.g. Tab/Mobile, GPS, Access Control Reader/ Biometric/Bar Code Reader, RFID, IP Telephony, IP Camera, Router, Smart Board, Wi-Fi/Radio/Optical equipment's, audio-video or other electronics/electrical office equipment's etc.

Mobile/Tab Apps and Utility Software	:	Building conceptual sketch and innovation for the area of implementing, planning & analyzing, field testing & finalising, deploying, operating, maintaining, upgrading, training and troubleshooting experience since year 2010 on current Android OS, Microsoft Mobile OS, iOS, Utility Software's (Anti-Virus & Malware etc.), Security Solution, Deploying Cloud Computing Services, personal/enterprise IS management and also deploying applications like:

Advanced email solutions

Mobile apps for public service delivery

Trello.com for Project Management

Virtual office environment using Skype, Team Viewer/Remote Desktop Connection, WinSCP, Telnet, Ping etc.

7. TRAINING & WORKSHOP

SL	TITLE	DURATION	ORGANISED BY	COUNTRY
7.1	Asia Pacific Regional Workshop on Digital Birth Registration-Evidenced Based Technical Analysis	29 Apr - 01 May 2015 (5 Days)	Plan International Thailand & Head Quarter	Thailand
7.2	E-Learning Training on Public Sector Business Excellence	05-08 Oct 2015 (4 Days)	NPO (National Productivity Organization) and supported by APO (Asian Productivity Organization)	Bangladesh (Virtually by APO, Japan)
7.3	TOT on Business Process Reengineering: Service Process Simplification.	23-27 Feb 2014 (5 Days)	International Finance Corporation (IFC) and Ministry of Public Administration (MoPA)	Bangladesh
7.4	Information Security Management Systems: ISO 27000.	23-27 Jul 2013 (4 Days)	Asian Productivity Organization (APO), Japan	Bangladesh (Virtually by APO Japan)
7.5	Workshop on the assessment of the performance of Upazila Parishad (UP) through it's different committees under Upazila Governance Project (UGP)	24-25 Dec 2014 (3 Days)	Bangladesh Institute of Management (BIM)	Bangladesh
7.6	Workshop on the impact assessment of the Cyclone Shelters	28-29 Dec 2016(3 Days)	Department of Disaster Management and Bangladesh Institute of Management (BIM)	Bangladesh
7.7	Training on Trainers (TOT) on Productivity and Quality Management major in Lean Manufacturing.	11 Apr - 3 May, 2012 (21 Days)	Deutsche Gesellschaft für International Zusammenarbeit (GIZ) and Bangladesh Institute of Management (BIM)	Bangladesh
7.8	Training on Procurement of Goods, Works and Services.	3-21 Nov 2012 (15 Days)	Central Procurement Technical Unit (CPTU) and Bangladesh Institute of Management (BIM)	Bangladesh
7.9	Workshop on eLearning Platform	29 Jun - 01 Jul 2013 (3 Days)	Access to Information (A2i) Program, UNDP and Bangladesh Academy for Rural Development (BARD)	Bangladesh
7.10	Workshop on Innovation Management for Innovation Officers for Government of Bangladesh	01-02 June 2013 (2 Days)	BCS Admin Academy	Bangladesh
7.11	Intensive Faculty Training Programmes on Programming C, MS Visual Basic 6.0, ORACLE, MS SQL Server, Windows Networking	During year 1999 to 2002 (On different occasion)	APTECH Computer Education, Dhaka regional office	Bangladesh

7.12	English Speaking Course	29 Aug - 22 Sep, 1999 (12 Days)	British Council	Bangladesh
7.13	Geographical Information System (GIS) and Remote Sensing	During years 1994-1998	Khulna University	Bangladesh

8. LANGUAGE & DEGREE OF PROFICIENCY

LANGUAGES	SPEAKING	READING	WRITING
Bengali	Native	Native	Native
English	Good	Excellent	Excellent
Hindi	Fair	None	None

9. MEMBERSHIP OF PROFESSIONAL SOCIETIES

Associate Member, Bangladesh Computer Society (BCS) since year 2000
Associate Member, Bangladesh Institute of Planners since year 2016

10. EMPLOYMENT RECORDS

10.1	EMPLOYER	:	Bangladesh Institute of Management (under Ministry of Industries, Government of Bangladesh).
	DURATION	:	FROM MAY 2011 to Date
	POSITION HELD	:	Sr. Management Counselor, Head of Project Management Division
	DESCRIPTION OF DUTIES	:	Planning & designing industry standard training programme, reviewing and coordinating training programme, conducting training Need Assessment (TNA), curriculum & materials development, evaluation, training report preparation for different categories of short-term and long-term training programme for executives from government and private sectors.

Conducting training sessions and supervising internship projects for the participants of Post Graduate Diploma Programme on the area of core Information & Communication Technologies like Programming Language & web development, Networking, System Analysis & Design, Innovation & Business Process Re-engineering, Digital Bangladesh, ICT4D and so on.

Act as an ICT Focal Point Officer/Innovation Officer for the organization to mitigate the challenges of vision 2021 of government of Bangladesh.

Leading Computer Services Division & Project Management Division as head of department and worked for the plan & analysis, development, deployment and implementation of sustainable technologies for the institution.

Plan, design, allocate resources, implement and maintain ICT infrastructures of the organization.

Conducting research activities as a team member with government and donor agencies.

Providing Consultancy supports to different government agencies for the fulfilment of appropriate human resources vacancies, preparing questions, conducting public exam, preparing results & reports and overall coordination.

Worked as a Deputy Director (In-charge), lead BIM, Khulna Center for 15 months during year 2013-2014. Act as a head of sub-center to look after the overall activates of Khulna campus; contributed for the improvement of poor infrastructures and service delivery as a change management agent.

ACCOMPLISHMENT	:	Analyzed, designed, developed, deployed, maintained internet payment system through bKash/ATM Card in 2012 (first time in public sector in Bangladesh) for the online admission of BIM. Also implemented Mobile Apps for training information, Personnel Information Management Systems, Training Information Systems.

Analyzed, developed and maintained the website (www.bim.org.bd) for BIM in the year of 2004. Also introduced services for online admission, payment, result publication, emergency notice serving, online forum, feedback and so on. Till now more than 1000 thousands people visited this site.

Introduced SMS notification facilities for the participants and employees in 2011.

Planned, designed solution and implemented OMR based exam system.

Developed curriculum, coordinate and conduct training sessions for more than 20 batches (having more than 1000 participants) on the areas of: (1) e-governance and ICT infrastructure; (2) Cyber Security; (3) Online Office Management; (4) Innovation and process re-engineering in the public service delivery; (5) Database management systems; (6) Foundation training for the employees of information centers at Upazilla level, Jatio Mohila Sangstha, Ministry of Women and Children Affairs (MoWCA;

Analyzed, designed, developed, deployed, maintained for Online Fertilizer Monitoring System to improve the supply chain management of fertilizer across the country; accordingly provided subsequent training for the personnel of Bangladesh Chemical Industries Corporation (BCIC), Ministry of Industries.

10.2	EMPLOYER	Plan International Bangladesh (Plan International (https://plan-international.org) is an independent development and humanitarian organisation working in 70 countries in the world that advances children's rights and equality for girls. It strives for a just world, working together with children, young people, our supporters and partners. Since 1994, it has been placed in Bangladesh to work for the protection of children at the center of our work, enabling children to enjoy a better future.)
	DURATION	FROM APR 2015 to JULY 2016 (7.5 Months over that period)
	POSITION HELD	Digital Birth Registration (DBR) Project Lead (Contractual Consultant)
	DESCRIPTION OF DUTIES	Lead the technical research project as project head/technical expert of Bangladesh country office of Plan International for Digital Birth Registration (DBR) Technical Analysis Toward Strengthening CRVS

(Civil Registration and Vital Statistic) to meet the baseline requirements of United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP) under direct guidelines and supervision of Plan International Headquarter, United Kingdom.

Planning, organising, attending and also disseminating weekly online (through Skype call) or physical meetings, workshops, interviews and other research activities etc. with the relevant Plan International IH/other country experts, stakeholders and beneficiaries to monitor & evaluate, discuss & take guidance, acknowledge & share inter-country study knowledge's/experiences, review & make necessary adjustment of the study framework, taking endorsement from stakeholders and so on.

Review the secondary sources, project tasks or activities, calculate the potential risks, research analysis tools etc. time to time, mapping those activities with resources, adjusting schedule & budget, monitoring & controlling activities/tasks.

Maintain strong communication & liaison with the higher-level government officials of Bangladesh like the Secretary/Additional Secretary level offices of CRVS Secretariat, Cabinet Division, LGD, DGHS, BBS, MoLJPA, MoICT, MoPT, MoPE etc. And also to maintain similar connections with other donors/agencies/iNGOs like Access to Information Programme of UNDP (A2i, Prime Minister's Office), UNICEF, WHO, DFATD, ICDDRB, D4H etc.

Coordinating and mobilizing internal and external resources (Consulting Firm, Experts, Influential Personnel) to manage or mitigate the calculated or sudden project challenges time to time.

Signing an MOU with Plan Bangladesh Country Office by make the stakeholders (the government top-level decision makers/officials) to understand for the necessity of this technical study, drafting MOU, doing bargain & negotiate for the conflicting clauses, arranging signing ceremony with the Cabinet Division.

Selecting and appointing appropriate & qualified consultants/ consulting firm for this research through a competitive international bidding process with support from Plan Bangladesh and IH.

Monitor, coordinate, supervise the research activates (3500 house hold surveys and 14 Focused Group Discussions in 14 districts, interviews, desk reviews, observation, technical & data analysis etc.) across the country to support/mobilise the team, local to national level stakeholders/beneficiaries to maintain the quality study.

Played major role as technical expert for development of research tools (questionnaire, interview & FGD guidelines, data analysis, observation).

Worked as a solution provider to implement mobile technologies for field data collection, monitoring the progress and ensure quality data from the enumerators using Android Tab and FieldTask Apps & Web Tools (http://www.smap.com.au).

Worked as a team member/player for data analysis, presenting to the stakeholders for further validation/suggestion, review the analysis strategy with the national and international experts for this Evidenced Based Digital Birth Registration Technical Analysis (AS-IS Analysis, Baseline, Technical Analysis, Programme Analysis) as an integral part of CRVS (Civil Registration and Vital Statistic).

	ACCOMPLISHMENT		Successfully completed within stipulated timeframe and allocated resources.

10.3	EMPLOYER		Cardno Emerging Markets, Belgium s.a. (Local Partner Associates for Development Services Limited (ADSL) Under Bangladesh Trade Policy Support Program (BTPSP), Funded by **European Union**
	DURATION	:	FROM MAY 2014 to OCT 2014 (45 days over that period)
	POSITION HELD	:	Sr. Short Term Computer Expert (Preparation of Program Estimate for Phase-III and Training on Advanced ICT Skills for the researchers of Bangladesh Foreign Trade Institute, BFTI as a Contractual Consultant)
	DESCRIPTION OF DUTIES	:	Worked as a team member/expert under direct supervision/ guidance/suggestion from the international experts, stakeholders from the government (Ministry of Commerce, Export promotion Bureau, Bangladesh Foreign Trade Institute), European Union representatives.
			Reviewing the secondary sources documentations, references, Log frame, budget etc.
			Interviewing the stakeholders to collect information and to prepare the draft activities along with detail planning, allocating justified budget through adequate validation from stakeholders, negotiating and finalising.
			Visiting and discussing the key issues with higher officials of three of its components: (1) Ministry of Commerce (MoC), (2) Export Promotion Bureau (EPB) and (3) Bangladesh Foreign Trade Institute (BFTI).
			Planning & coordinating training activities, preparing & performing Training Need Assessment (TNA), developing detail training curriculum & contents (presentation slides or XPs, handbook, lab instruction).
			Conducting training sessions theoretically & hands-on computer literacy, evaluating pre-post training activities, reviewing & reporting the training contents or others activities.
			Preparing & finalising training completion report as per the prescribed format.
	ACCOMPLISHMENT	:	Offering further contract for next assignment

10.4	EMPLOYER	:	Colormind Advertising Limited
	DURATION	:	FROM FEB 2016 to AUG 2016
	POSITION HELD	:	Entrepreneur and Creative Director
	DESCRIPTION OF DUTIES	:	Planning, analysing, form, guide & mobilising team, ensure & allocate resources, supervise overall team activities.
			Meet the clients to understand the product & key selling points, target customers, market share & potential competitors and share ideas for validation.
			Produce, review and finalise the creative ideas and story theme by reviewing necessary references, desk review to analyse the market.
			Plan, design and implement information technologies in the service

delivery channel.

Produce strategic decision for further business expansion.

	ACCOMPLISHMENT	:	Contributed to boost up sales for PRAN RFL Plastic Furniture Limited and produced 10 commercial TVC with highest level of accomplishments from clients.

10.5	EMPLOYER	:	Bangladesh Small and Cottage Industries Corporation (BSCIC), under Ministry of Industries, Government of Bangladesh
	DURATION	:	FROM JULY 2007 to DEC 2007
	POSITION HELD	:	Software Development Consultant (Worked under lien provision of govt. service rules)

	DESCRIPTION OF DUTIES	:	Development of software for Accounts, Administration (PIS) and MIS department under the project of Institutional Strengthening of BEPZA, BOI, PC and BSCIC (ISBBPB) supervised by Chief Advisors Office and funded by World Bank. It was a 6 months project working under lien provision of BIM. The responsibilities were:

- Conducted analysis and design, code, test and implement software's for Accounts, Administration and MIS Department.
- Installed, configured, maintained and administered ICT infrastructures.
- Conducted Training Need Assessment (TNA), curriculum development, materials development, coordination, session conduction and report preparation.
- Advising and providing action plan for successful implementation of information systems.
- Preparing progress report, identified issues, discussing with management to come up with solutions.

	ACCOMPLISHMENT	:	Collected and entered Personnel Information data into the system from 64 district level offices and other regional offices.

- Supervising data entry, proofing and editing.
- Identified the key challenges, formed independent ICT cell and provide action plan for operation.

10.6	EMPLOYER	:	Bangladesh Institute of Management (under Ministry of Industries, Government of Bangladesh).
	DURATION	:	FROM JAN 2004 to MAY 2011
	POSITION HELD	:	Management Counselor [Equivalent to Assistant Professor]

	DESCRIPTION OF DUTIES	:	Training Need Assessment (TNA), curriculum development, materials development, coordination, session conduction, report preparation.

- Conducting training sessions mostly on core ICT related issues to the post graduate and corporate level.
- ICT Focal Point Officer/ Innovation Officer of the organization to mitigate the challenges of vision 2021 of government of Bangladesh.
- Design, implement and maintain ICT infrastructures of the organization.

Supervising internship project of the participants.

Conduct HR recruitment of different public sector.

10.7	EMPLOYER	:	Banglalink Digital Communications Ltd. (Former Sheba Telecom Pvt. Ltd.)
	DURATION	:	FROM SEP 2002 to FEB 2004
	POSITION HELD	:	Programmer

| | DESCRIPTION OF DUTIES | : | Analysis and design, code, test and implement software's for billing department.
Train end user on different software's modules for smooth operation.
Prepare monthly billing report, payment report etc.
Further customization of existing software modules.
Troubleshoot software and database. |

| | ACCOMPLISHMENT | : | Successfully Implemented Credit Control Module to check account status from billing database and perform call bare, call release etc. to mobile devices using Hayes AT command set through TCP/IP.
Analyzed, designed, developed, deployed, maintained lots of adhoc reporting required for management decision making from batch processing.
Implemented Rating Module which takes CDR hex data as input through TCP/IP WAN connectivity from server, converts the data using ASN.1 formula, charge call data using lots of billing parameters.
Implemented Hot Bill Module to provide support as offline billing system in case of any system failure. |

10.8	EMPLOYER	:	APTECH Computer Education
	DURATION	:	FROM JULY 1999 to AUG 2002
	POSITION HELD	:	Sr. Faculty Member

| | DESCRIPTION OF DUTIES | : | Conducting training on web based curriculum especially on HTML/DHTML, JavaScript, VB, ASP, SQL Server and Networking with Windows 2000.
Maintaining the relevant record as recommended for ISO-9001 standards for the center and also scheduling the classes over respective faculties.
Supervising the students on software development project issues. |

| | ACCOMPLISHMENT | : | Awarded best employee of APTECH Rajshahi Center in 2000 |

11. PREVIOUS CO-CURRICULUM ACTIVITIES

- Playing Spanish guitar
- Photography
- Speech in public or corporate program

12. CERTIFICATION

I, the undersigned, certify that, to the best of my knowledge and belief, this bio-data correctly describes my qualifications, my experience and myself. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if employed.

SIGNATURE:

01   01   2017
DATE OF SIGNING: -------/--------/---------
Day Month Year

REFERRENCES

SL	NAME & DESIGNATION	ORGANIZATION & ADDRESS	EMAIL & MOBILE/PHONE
1	Bill Winning, Team Leader	Cardno Emerging Markets, Belgium s.a. Under Bangladesh Trade Policy Support Program (BTPSP), Funded by **European Union.** HAK Tower (2nd floor), 3/C-1, Karwan Bazar, Dhaka-1215, Bangladesh.	bill.winning@gmail.com; +8801955499783
2	Edward Duffus, Digital Birth Registration Project Manager	Plan International Headquarter Dukes Court, Block A, Duke Street, Woking, Surrey, GU21 5BH United Kingdom.	Edward.Duffus@plan-international.org; 0032499566302
3	Khandakar Rakibur Rahman, Director General	Department of Narcotics Control, Ministry of Home Affairs, Bangladesh (Addl. Secretary), 441, Tejgaon Industrial Area, Dhaka-1208, Bangladesh.	Email: dgdncbd@gmail.com Tel: +88-02-8870011, +8801708-90400 Mob: +8801552479425
4	AHM Mostofa Kamal Khan, Director (Training, Retired)	Bangladesh Institute of Management (BIM) 4, Sobhanbag, Mirpur Road, Dhaka-1207, Bangladesh	Email: kamal@bim.org.bd Mob: +8801715111719
5	Md. AbdurRazzak, General Manager (Billing & IT)	Banglalink Digital Communications Ltd. Land view Commercial Center, Level-4, Gulshan – 2, Dhaka-1213, Bangladesh	razzakpg@gmail.com; Mob: +8801911310770