Tanvir Hossain

Deputy Manager, Business System

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Summary

- Experienced and hardworking Software Project Manager with over 20 years of experience driving unique projects and leading effective teams.
- Skilled software engineer facilitating cutting-edge engineering solutions with a wide range of applications andtechnology
- A proven track record in the WiMAX billing system, a software development firm, end-to-end service DTH companies and other IT-based services

Employment History

Bexcom Communications Limited (Akash DTH)	
Deputy Manager, Business System	May 15, 2019 - Continuing
Utshob Solutions (Utshob Group)	
Team Lead Cum Project Manager	August 1, 2017 – 31st March 2019
Augere Wireless Broadband Bangladesh LTD (Qubee)	
Senior Engineer (Billing Software Developer)	February 1, 2015 - July 31, 2017
Augere Wireless Broadband Bangladesh LTD (Qubee)	
Engineer Network Operation	November 25, 2011 - January 31, 2015
Ezzy Communication Ltd	
System Engineer	August 1, 2008 - November 24, 2011
Aftab IT LTD	
Network Engineer	December 2, 2006 - July 31, 2008

Professional Experiences

Deputy Manager, End to End Service Assurance	**www.akahsdth.com**

- Gathering information from the internal stakeholders, made a structured document of requirements for thesoftware vendors
- Project managing for integration of retail sales app, field force app, and sales force app with billing system
- Managed software tests face by face, reported bugs and managed solutions to the bugs
- After successful UAT made available in live operations
- Developed some web-based and Android app-based software according to the needs of the company
- Built some automated scripts to get information management from the system for the internal stockholders through SMS and Microsoft Teams (messaging app)
- Provided support to the sales support team and installation support team for daily operations
- Managed troubleshooting for the Linux and Windows-based servers and applications.
- Made backup and restored (if needed) databases

- Successfully launched and working for operations for the Sales and distribution system, WFMS (Workforcemanagement system), SFA (Sales Force Automation) and Retail app.
- Developed web applications - **Approval Management System, Customer Campaign portal, Admin Ticket System, Daily Sales Report, Quiz Portal, Requisition Portal, Bulk Lead, Online Sales Tracker, Shohoz Loan Tracker**
- Developed Android mobile app **- Sales Force Management App**

Development Tools

- Frontend: web application Next JS 15, React JS 19, Laravel 11, Mobile App: Ionic
- Backend: Laravel 11, Nest JS 10 (Node JS framework), Spring Boot 3
- Databases: MySQL, MS SQL, Oracle
- OS: Ubuntu 22/24, Windows server 2016/2019, Centos 8
- Other tools: Node JS, Apache, JWT etc.

Team Lead Cum Project Manager | **www.utshobgroup.com**

- Lead developer for frontend, backend and mobile app development team
- Understand requirements from the client, make SRS with the team and finalize from the customer
- Distribute development work to the team members, follow up and make sure of completion within the timeline
- Test the software by the test team and deliver it to the customer
- After successful UAT made available on air
- Visit new client premise for technical software presentation
- Linux-based server maintenance and database management

Key Accomplishments

- Successfully made on-air **Electronic Medical Records (EMR)**
- Successfully launched Magento 2-based e-commerce site utshob.com
- Launched Android and IOS-based mobile apps for EMR and e-commerce

Senior Engineer Software Developer (Billing) | **Qubee**

- Developed and maintained payment gateway-based microservices with Banks and mobile banking service providers
- Developed and maintained promotional volume-based services for the customer based on management decisions
- Automated some internal processes to maximize outputs
- Automated refund process based on management instructions for certain services
- Developed in-house application software
- Took part in the billing migration team

Key Accomplishments

- Successfully developed and maintained various billing-based services
- Successfully built and maintained inhouse application software

Engineer Network Operation	Qubee

- Responsible for all kinds of payments through payment gateway
- Responsible for all kind of user service-related applications like bonus or offer user services, change of user status etc
- Create or update cronjob based php script
- Create or update web-based applications
- Successfully completed as a team member for billing migration project
- Monitoring, analyzing and 2nd level troubleshooting of WiMAX infrastructure operating on Huawei devices which are Huawei ASN Gateway WASN9770, Huawei Quidway Router NE40E-8, NE40E-X3, Huawei Quidway Switches S9303, S5328, S3328, Huawei WiMAX BSS node such as DBS3900 (APM30, APM30H, APM200)

System Engineer	Ezzy Communication Ltd

First & Second Level Support for Utimaco System:

- GSM & CDMA MSC implementation, troubleshoot & maintenance with LI interface
- Upgrade GSM & CDMA MSC with LI
- Sun Server maintenance
- Sun database backup/restore on/from tape drive
- 24/7 support based on customer request
- Inform third level (R & D) for repetitive fault and install patch (solution) accordingly

First Level Support for Trovicor System:

- Monitor and troubleshoot SS7 to ISDN PRI converter
- NTP server and client maintenance
- Firewall setup for IP connectivity with GSM & CDMA Network Element
- Windows 2003 & Fedora Linux Server maintenance
- Microsoft SQL database 2003 server and SAN storage management

- Monitor ISP server and client Network
- Configure DNS, DHCP, Proxy, mail, ftp & web server
- Providing support based on customer request

Education

- BSC in Computer Science - Independent University, Bangladesh - 2005
- HSC - Science - Sylhet Cadet College   - 1999
- SSC - Science - Sylhet Cadet College   - 1997

Training and Certification

- CCNA (academic) - American Intercontinental University of Bangladesh – 2011
- OCSA Part 1 & OCSA Part 2 - American Intercontinental University of Bangladesh – 2010
- LI Administration Certificate - Nokia Siemens Networks - Germany - 2008