

Mohammad Arifur Rahman

IT Professional | Web Developer | LRQA Lead Auditor - 9001:2015 (QMS)



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CAREER OBJECTIVE

I aim to obtain a challenging position as an IT Professional and Solution Architect at a reputable company. My goal is to create and implement technological solutions that optimize business processes and support the company's objectives. I am committed to leveraging new technologies for the benefit of the organization while ensuring compliance with industry standards and best practices.

CAREER SUMMARY

I have around 17 years of experience as an IT professional, specializing in IT management and operations, as well as ERP development and implementation within the construction projects domain.

JOB EXPERIENCE

Head Of IT

(Nov 2023 – June 2024)

Grand River View Hotel

Key responsibilities:

- Create and implement IT strategies that are aligned with the hotel's goals and objectives. Identify possibilities to improve efficiency, guest experiences, and innovation via technological solutions.
- Manage the hotel's IT infrastructure, which includes networks, servers, hardware, and software systems. Ensure that IT systems are reliable, secure, and scalable to support company operations.
- System administration entails managing and administering numerous hotel systems, including as property management systems (PMS), point-of-sale (POS) systems, guest WiFi networks, and security systems. Ensure that these systems are functioning properly and serving the demands of employees and guests.
- Take strong cybersecurity precautions to secure the hotel's data and systems from cyber threats and breaches. Develop and enforce policies and procedures.
- Provide technical support and troubleshooting help to hotel employees and guests, resolving IT issues quickly and effectively. Coordinate with vendors and external support teams as needed to handle difficult technical issues.
- Lead and manage the IT team, offering advice, mentorship, and opportunity for professional development. Create a culture of cooperation, creativity, and quality in the IT department.
- Create and manage the IT department's budget to ensure that resources are allocated optimally and financial targets are met. Identify cost-saving opportunities and justify technological investments using ROI and business value.

PREVIOUS JOB EXPERIENCE

IT Manager

(Nov 2010 – Sep 2023)

Max Infrastructure Limited

Core Function:

- Identifying requirements, proposing solutions, designing & develop infrastructure, and overseeing the implementation of all projects.
- Conduct technical reviews and evaluations of software and hardware solutions, and recommend changes or upgrades as necessary.
- Collaborate with other departments, including engineering, operations, accounts, and QS, to ensure that technology solutions meet their specific needs and requirements.
- Develop and maintain documentation on technology architecture, policies, procedures, and standards, ensuring that they are up-to-date and accessible to relevant stakeholders.
- Communicate with stakeholders and senior management to provide updates on technology strategy, initiatives, and progress.
- Manage relationships with technology vendors and service providers, ensuring that they deliver high-quality products and services that meet the company's needs and standards.
- Provide technical guidance and support to the IT team, and ensure that they have the necessary skills and resources to carry out their duties effectively.

Achievements:

- Increased revenue through the implementation of ERP system.
- Successfully managed and completed 30 number of projects within the given timeline and budget.

EXPERTISE IN IT OPERATION

- IT Operation Management
- Project Planning, Budget Control and Management Reporting
- Networking Infrastructure Design, Management & Monitoring
- Installation and Maintenances of Servers, Clouds, PABX, CCTV, Security Devices
- Implementing Meeting Room Audio-Video System
- Troubleshooting of Hardware & Software
- IT Inventory Management & Documentation
- Managing Team Members and Vendors
- Inspection & Audit and Reporting

EXPERTISE IN WEB APPLICATION

- PHP
- CodeIgniter
- Laravel
- HTML
- CSS
- Bootstrap
- CSS
- JavaScript
- jQuery
- SQL
- MySQL
- REST API

SKILLS

- Communication
- Persuasion
- Team Leadership
- Time Management
- Accuracy
- Planning
- Negotiation

QUALIFICATION

- B.Sc. in Computer Engineering
The People's University of
Bangladesh (3.56 out of 4.00)

LANGUAGE

- Bengali: Native
- English: Proficient

PARTICIPATIONS

- Practical SEO by BITM
- MS Project 2010 By Kc Chang
- CCNA & CCNP by IEB
- ISO 9001:2015 Lead Auditor By LRQA
- [Ultimate AWS Certified Solutions Architect Associate SAA-Co3](#)
- [Treinamento em Project 2016](#)
- [Free Cisco CCNA and CCNP Remote Labs! Free Cisco VIRL labs!](#)
- [MTCSE preparation: MikroTik Security for RouterOS v6 & v7](#)

- Developed and implemented a new system/process that improved efficiency and reduced costs.
- Earned appreciation from Management for outstanding performance and contributions to the company.
- Received positive feedback from clients/users for exceptional service and problem-solving skills.
- Led a team in achieving a specific goal, such as increasing productivity or improving user's satisfaction.
- Trained and mentored new employees, resulting in their successful integration into the team and improved performance.
- Successfully negotiated a business deal or contract that resulted in significant benefits for the company.
- Successfully managed 15 IT personnel in 30 construction projects, demonstrating exceptional leadership skills in guiding the team to achieve project goals and deliverables
- Successfully dealt with 80+ vendors in 13 mega construction projects, demonstrating strong vendor management skills in negotiating contracts, monitoring performance, and resolving issues.

Senior Program Officer

(Jun 2009 – Jul 2010)

Search Way Pvt. Ltd.

Account Maintainer & System Engineer

(Sep 2007 – Apr 2009)

D.I.S.A (Development of Integrated for Social Association)

Accomplished Projects:

- Construction of Dual Gauge Double Rail Line and Conversion of Existing Rail Line into Dual Gauge between Akhaura and Laksam.
- Track Doubling between Laksam and Chinki Astana, a sub-project of Dhaka Chittagong Railway Development financed by JICA
- Construction of New BG Track on Kashiani-Gopalgonj Section on a Turnkey Basis under Bangladesh Railway
- Construction of 5.2 KM Flyover at Muradpur, Gate No.2 & GEC Junction, Chittagong for CDA
- Remodeling of Chittagong Station yard, a sub-project of Dhaka Chittagong Railway Development financed by JICA
- Construction of Distribution Reservoirs and Overhead Tanks under Khulna Water Supply and Sewerage Authority financed by ADB
- Construction of 25.00 Km New Track between Ishurdi - Pabna Section
- Complete Renewal of Track & other ancillary works in the Saidpur - Chilahati Section of Bangladesh
- Rehabilitation of Rajshahi - Amnura and Amnura - Chapainawabgonj section & Amnura - Rohanpur Border Section of Bangladesh Railway on a Turkey Basis
- Bangabandhu Hi-Tech City, in Kaliakair, Gazipur.
- Construction of a New Dual Single Railway Line from Dohazari to Cox's Bazar Via Ramu (Lot-2)
- Construction of Dual Gauge Double Rail Line and Conversion of Existing Rail Line into Dual Gauge between Akhaura and Laksam on a turnkey basis
- Construction of Station Building, Installation, and Other Works between Km 0.00 to Km 25.00 of Majhgram-Pabna Section

Accomplished Software Projects:

- Accounting Software
- Hajj Management Software
- Hostel Management Software
- E-commerce
- Office Management software
- Inventory Management System
- POS Management Software
- Pharmacy Management Software
- SCM Management Software
- Cineplex Ticket Management Software