

Md. Al Amin

SQA & HRM SPECIALIST

To secure a challenging position as a Technical Support Engineer & QA Specialist, Using my experience in ERP/HRM/ACCOUNTING systems, software testing & customization. Generated HR relevant all monthly reports, payroll and Compliance for **ACI,GULF,TANIN** etc.

WORK EXPERIENCE

Sr. Technical Support Engineer and QA Aug 2024 - Present
[Smart Software Ltd](#)

- Diagnose and troubleshoot technical issues related to software, hardware, and networking.
- **Provide Tier 1 to Tier 3 support**, resolving customer issues via phone, email, remote sessions, or ticketing systems.
- **Document technical issues** and solutions in knowledge bases and internal systems.
- **Collaborate with developer and product teams** to escalate and resolve complex bugs or outages.
- **Monitor system performance and alerts**, system errors etc.
- **Train end users** and internal staff on product usage, best practices, and new features. Sometimes I have to go for any places for training purpose and **show Software demo**.

Graphics Designer Aug 2023 – July 2024
[Heaven Touch and Tourism ltd.](#)

- Designed engaging flyers, posters, and marketing materials to promote tourist destinations and tour packages, aligning with brand identity and target audience through **Adobe Photoshop**.
- Edited promotional videos to visually highlight travel experiences, increasing customer engagement and social media reach.

Web Developer Jan 2023 – Jun 2023
[Ahsan Atik & Co.,](#)

- Developed and designed a responsive official website using WordPress for **Ahsan Atik & Co.**, ensuring optimal performance, user experience, and mobile compatibility. [live](#)

BSc in CSE 2022
CGPA: 3.00 (Out of 4.00)
Bangladesh Army University of
Science & Technology (BAUST), Nilphamari.

Higher Secondary Certificate (Science) 2017
GPA: 5.00 (Out of 5.00)
Police Lines School and College, Rangpur

Secondary School Certificate (Science) 2015
GPA: 5.00 (Out of 5.00)
Police Lines School and College, Rangpur

CONTACT

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+8801796710165
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[LinkedIn](#)

SKILLS

NETWORKING

- DHCP
- TCP/IP

MANAGEMENT UTILITIES

- Jira
- Agile
- Scrum

DATABASE, LANGUAGE & OTHERS

- SQL
- Software Testing (Selenium)
- Communication Skill (Bangla & English)
- Mobile Application Development (Dart & Flutter)
- C, C++
- WordPress
- Microsoft word, excel, PowerPoint

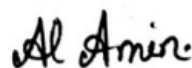
PROJECTS

Calculator Layout, Search from database movie screen, Dice game with some features using **Flutter**.

Paper: Scrum Practices in Bangladesh: An empirical survey-study with the context of Agile.

REFERENCE

Professor Dr. S.M. Jahangir Alam.
Professor & Head of the Dpt.
Bangladesh Army University of
Science & Technology (BAUST),
Saidpur, Nilphamari
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Date: