

Md Bokhtiar Hossain Bikash

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21/3, Togor Villa, R:2, H:21,
Kallyanpur, Dhaka.

Education

Master of Science (M.Sc)

Professional Master of Science in
Computer Science(PMScS).

Institution: Jahangirnagar University

Result: Enrolled

Expected passing year: 2027

Bachelor of Science (B.Sc)

Computer Science & Engineering

Institution: European University of
Bangladesh

Result: 3.36/4.00

Passing year: 2023

Professional Training & Certification

Teachers Training (Basic Computer & ICT)

Institution: BANBEIS

Duration: 15 Days

Full Stack Web Development (MERN)

Institution: Ostad IT Ltd.

Duration: 6 Months

Skill

Technical & Data Operations: MERN
Stack (MongoDB, Express, React,
Node), System Monitoring, Database
Management, Git, API Troubleshooting.

Process & Quality Control: Performance
Auditing, Task Validation, SOP Training,
International BPO Operations, Workflow
Optimization.

IT & Virtual Infrastructure: Remote
Network Monitoring, CCTV/Security
Systems, LAN/WAN Setup, Google
Workspace, Technical Support.

Leadership & Coordination: Team
Onboarding, Stakeholder
Communication (English/Bengali),
Project Oversight, Strategic Planning.

Summary

Result-oriented MERN Stack Developer and
CSE professional with a proven track record in
Technical Operations and Team Leadership.

Currently pursuing a Professional MSc at

Jahangirnagar University while spearheading the digital transformation
of a private institution through custom software development.

Experienced in managing international BPO processes for global
telecom clients, ensuring high-quality data accuracy and system
monitoring. A strategic thinker who has successfully led the girls cricket
team of the school to National-level competition as an advisor.

Experience

Technical & Sports Advisor (Remote & Project-Based)

Institution: New Protissruti School, Nageshwari, Kurigram.

Duration: 22 December 2024 – Present

My key contributions to the institution include the following
accomplishments,

Software Architecture: Designing and developing a centralized School
Management System using the MERN Stack to automate student records
and administrative tasks.

IT Infrastructure Oversight: Remotely supervising the school's digital
infrastructure, including CCTV networks, internet connectivity, and
hardware maintenance.

Technical Instruction: Conducting specialized on-site ICT training and
multimedia-based workshops for students and staff.

Strategic Leadership: Mentoring student teams to achieve 1st Place in
the Upazila Science Fair and leading the Girls' Cricket Team to the
National Level.

System Administration: Responsible for the long-term data security,
database management, and technical scalability of the institution's web
platforms.

Assistant Team Leader (CelcomDigi Malaysia Process)

Organization: Genex Infosys Ltd.

Duration: 13 August 2023 – 05 December 2024

My core responsibilities and achievements during this tenure were,

Operations Leadership: Directed a team of back-office professionals
managing corporate SIM billing, ticket management, and balance
adjustments for an international telecom client.

Data Validation: Audited daily team performance reports to ensure 100%
accuracy before final submission to the Digi Malaysia authority.

Technical Training: Translated complex process updates from
international authorities into actionable training modules for the team.

Quality Control: Monitored real-time CRM ticket resolution to maintain
high service level agreements (SLAs) and institutional standards.