




TANVIR HOSSAIN

Deputy Manager, Business System

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PROFESSIONAL SUMMARY

Results-driven Software Project Manager with 20+ years of comprehensive experience in software development, project management, and system engineering. Proven expertise in leading cross-functional teams, managing complex integration projects, and delivering cutting-edge solutions across WiMAX billing systems, DTH services, and enterprise software development. Strong technical background combined with exceptional leadership skills in driving project success and operational excellence.

CORE COMPETENCIES

- Project Management & Leadership
- Software Development Life Cycle
- System Integration & Architecture
- Billing Systems & CRM Solutions
- Database Management (MySQL, MS SQL, Oracle)
- Full Stack Development (React, Laravel, Node.js)
- Linux & Windows Server Administration
- Stakeholder Management & Requirements Gathering

PROFESSIONAL EXPERIENCE

Deputy Manager, Business System

Bexcom Communications Limited (Akash DTH) | May 2019 – Present

Lead comprehensive software project management initiatives for end-to-end service assurance in DTH operations, driving digital transformation and operational efficiency.

Key Achievements & Responsibilities:

- **Successfully launched and managed** Sales & Distribution System, Workforce Management System (WFMS), Sales Force Automation (SFA), and Retail applications, improving operational efficiency by 40%
- **Architected and deployed 12+ web applications** including Approval Management System, Customer Campaign Portal, Admin Ticket System, and Sales Tracking solutions
- Led integration projects connecting retail sales, field force, and sales force applications with core billing systems, ensuring seamless data flow and real-time reporting
- Gathered and documented requirements from internal stakeholders, creating structured specifications for software vendors and development teams
- Managed comprehensive UAT processes, bug tracking, and resolution workflows, achieving 98% first-time acceptance rate
- Developed automated scripts and integrations for information management via SMS and Microsoft Teams, reducing manual reporting time by 60%
- Provided technical leadership to sales support and installation teams for daily operations
- Managed Linux and Windows server infrastructure, ensuring 99.8% uptime and implementing robust backup and disaster recovery procedures

Team Lead & Project Manager

Utshob Solutions (Utshob Group) | August 2017 – March 2019

Led frontend, backend, and mobile development teams in delivering enterprise software solutions across healthcare and e-commerce sectors.

Key Achievements:

- Successfully launched Electronic Medical Records (EMR) system, streamlining patient data management for healthcare providers
- Deployed Magento 2-based e-commerce platform (utshob.com) with integrated Android and iOS mobile applications
- Developed and maintained payment gateway microservices with major banks and mobile banking providers
- Created Software Requirements Specifications (SRS) based on client requirements and managed project delivery timelines
- Managed development team workflow, code reviews, and quality assurance processes

Senior Engineer - Billing Software Developer

Augere Wireless Broadband Bangladesh LTD (Qubee) | February 2015 – July 2017

Spearheaded billing system development and automation initiatives for WiMAX broadband services.

Key Contributions:

- Developed and maintained billing system services including payment gateway integrations, promotional volume-based services, and automated refund processes
- Key member of billing migration team, ensuring zero data loss and minimal service disruption during system transitions
- Built in-house application software to support customer service operations and internal workflows
- Managed all payment gateway operations and user service-related applications including bonus services and status changes

Network Operations Engineer

Augere Wireless Broadband Bangladesh LTD (Qubee) | November 2011 – January 2015

- Monitored and performed 2nd level troubleshooting of WiMAX infrastructure on Huawei devices
- Provided first and second level support for Utimaco GSM & CDMA MSC systems
- Managed Sun Server maintenance and database backup/restore operations
- Delivered 24/7 technical support and coordinated with R&D for critical system patches

TECHNICAL EXPERTISE

Frontend Technologies

Next.js 16, React.js 19, Laravel 11, Ionic Framework

Backend Technologies

Laravel 11, Nest.js 10 (Node.js), Spring Boot 3, PHP

Databases

MySQL, MS SQL Server, Oracle Database

Operating Systems

Ubuntu 24, Windows Server 2019, CentOS 8, Fedora

Additional Tools

Node.js, Apache, JWT, Git, Docker, Microsoft Teams API, SMS Gateways

Specialized Systems

Billing Systems, Payment Gateways, WiMAX Infrastructure, Magento 2

EDUCATION

Bachelor of Science in Computer Science Independent University, Bangladesh | 2005

Higher Secondary Certificate (HSC) - Science Sylhet Cadet College | 1999

CERTIFICATIONS & TRAINING

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