

# Md. Shahadul Islam

**Mailing Address:**

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Dhaka- 1229. Bangladesh

Contact Number: 01933409505

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## Career Objectives:

A versatile and results-driven professional with expertise in IT support, data management, business analysis, and project coordination. Skilled in streamlining processes, optimizing system performance, and delivering data-driven insights to enhance decision-making. With a strong background in software engineering, technical troubleshooting, and client support, I bridge technology with business needs to drive efficiency. Detail-oriented and analytical, I excel in workflow optimization, and administrative coordination. Adaptable in dynamic environments, I am passionate about continuous learning, research, and contributing to an organization that values efficiency, collaboration, and excellence.

## Educational Qualification:

### Undergraduate (B.Sc.)

American International University-Bangladesh, Major: CSE(Software Engineering), Year: 2023

## SKILL:

- **IT Support & Troubleshooting** (Windows, Linux, Networking)
- **Software Testing & Troubleshooting**
- **Data Analysis & Management** (Excel, Google Sheets)
- **Website Maintenance, SEO & Content Management**
- **Project Coordination & Documentation**
- **Process Improvement & Optimization**
- **Client Support & Communication**
- **Technical Skills:** Python, SQL, HTML, CSS, JavaScript
- **Proficiency in Tools:** G Suite, Microsoft Office, Slack, Zoom
- **Adaptability, Multitasking & Cross-Cultural Communication**

## Languages:

English	: Fluent
Bangla	: Native

## Interest:

- Computer Science, Artificial Intelligence, Data Science, Metaverse and Teaching.

## Experience:

### Associate Project Manager Intern

**Excelerate (Remote) | March 2025 – April 2025**

- Assisted in structuring and preparing a plan for a global project.
- Worked closely with senior associates to manage project timelines, deliverables, and reporting.
- Gained hands-on experience in project coordination, stakeholder communication, and risk assessment.

### IT Executive & Consultant

**iNTECH PROPERTIES LTD, Dhaka, Bangladesh (On-site, Full-time)**

**September 2023 – September 2024**

- Managed IT systems for every end-user, ensuring smooth operation and rapid issue resolution.
- Optimized workflows, reducing system downtime by 20% and enhancing team productivity.
- Delivered exceptional customer support via phone, email, and on-site consultations.

### AI Annotator

**Alignerr, San Francisco, CA, US Remote (Contract)**

**October 2024 – February 2025**

- Performed precise data annotation for AI models, ensuring consistency and accuracy in large datasets.
- Communicated effectively with global teams using Slack, Zoom, and other remote collaboration tools.
- Maintained detailed documentation and ensured timely delivery of high-quality outputs.

### GCE A-Level Applied Physics Lab Assistant

**Mujibur Academy, Bashudhara R/A Dhaka**

**(On-site, Part-time) November 2022 – February 2025**

- Conducted laboratory experiments and assisted students in understanding key physics concepts.
- Ensured proper maintenance and safety of lab equipment.
- Collaborated with faculty to prepare lesson plans and lab schedules.

### Junior Graphic Designer

**Dorji-e Internship, Remote**

**June 2023 – August 2023**

- Designed visually engaging content and supported technical documentation for digital projects.
- Coordinated with remote teams to meet deadlines and maintain quality standards.

## Reference:

<b>M Fakhurul Islam</b> Managing Director, Intech Properties Ltd. Email: mhlondonipara@yahoo.com Phone: +8801817380225 Address: Darus Salam Rd, Dhaka 1207, Bangladesh	<b>Mujibur Rahaman</b> Head of Department, Applied Physics Hurdco International School Phone: +8801782549197 Address: Bashundhara R/A, Dhaka 1229, Bangladesh
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