

# RAKIB HASAN

Business Analyst | CSE Graduate

✉ rakibhasan36096@gmail.com 📞 +8801732739957 📍 Dhaka 🌐 rakib-hasan 📁 Portfolio

## WORK EXPERIENCE

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### Business Technology Analyst

[Dec 2025 – Present]

eitekh ERP Ltd.

- Analyze existing business processes to identify gaps, inefficiencies, and improvement opportunities.
- Gather, document, and validate business requirements through stakeholder meetings and structured analysis.
- Administer Salesforce applications, including configuration, user management, and workflow optimization.
- Collaborate with cross-functional teams to ensure Salesforce solutions align with business objectives and project goals.

### Associate Application Analyst

[May 2024 – Nov 2025]

Data Edge Limited

- Liaise between clients and developers to gather requirements, create technical specs, and prepare key documents (BRD, SRS, FRS).
- Assist in application deployment, configuration, and monitoring to ensure smooth functionality and minimal downtime.
- Support QA processes (test planning, execution, UAT) and deliver end-user training for effective adoption.
- Monitor live systems, identify gaps, and recommend improvements to maintain reliability and compliance.

### Data Artist

Catalyst Solution (Sister Concern of Adiva Graphics)

[Aug 2022 – Feb 2024]

- Created impactful Excel dashboards, charts, and PowerPoint visuals to present complex data in a clear and client-focused manner.
- Ensured data accuracy and reliability through rigorous validation, quality checks, and survey logic reviews.
- Analyzed survey data and translated insights into actionable, visually engaging formats to support decision-making.

### Software Developer Intern

Concord Group of Companies

[Aug 2022 – Sept 2022]

- Developed projects using .NET MVC framework, completing tasks efficiently within scope and deadlines.
- Collaborated with team members, participated in code reviews, and contributed to problem-solving in a team environment.

## EDUCATION

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### Bachelor of Science in Computer Science And Engineering

[2018 – 2023]

American International University-Bangladesh (AIUB)

Field(s) of study: CSE

Final grade: CGPA 3.62 out of 4.00

### Higher Secondary Certificate

[2015 – 2017]

Adamjee Cantonment College

Field(s) of study: SCIENCE

Final grade: GPA 5.00 out of 5.00

## Secondary School Certificate

[ 2013 – 2015 ]

Shaheed Bir Bikram Ramiz Uddin Cantonment School

Field(s) of study: SCIENCE

Final grade: GPA 5.00 out of 5.00

## PROJECTS

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### Official Website – Perfection [↗](#)

Technologies: WordPress, HTML, CSS, MySQL, Plugins, SEO

- Designed and developed a responsive, feature-rich website with WordPress, including custom themes and plugin integration to meet business needs.
- Integrated a web application portal to streamline company operations and enhance client engagement.
- Implemented SEO strategies and ensured website performance, security, and cross-browser compatibility for optimal visibility and user experience.

### Dental Clinic Management (Academic Project) [↗](#)

Technologies: C#, MS SQL

- Developed a desktop application to manage appointments, patient records, treatment plans, and billing, streamlining dental clinic operations.
- Centralized data storage and automated routine tasks to enhance efficiency, accuracy, and patient care.

### Doctor Patient Portal (Academic Project) [↗](#)

Technologies: HTML, PHP, CSS, JavaScript, MySQL

- Developed a web-based portal enabling secure doctor-patient communication, patient registration, appointment scheduling, and profile management.
- Implemented billing, payment processing, and automated appointment reminders to streamline healthcare administration and enhance patient engagement.

## TECHNICAL SKILLS

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Languages: C, C#, Python, HTML, CSS, PHP, JavaScript

Databases: MySQL, MS SQL

Tools: MS Excel, MS Word, MS PowerPoint, MS Visio, Power BI, Jira, WordPress, Linux, Git, SEO

Documentation: SRS, BRDs, FRDs, SDLC

## CERTIFICATIONS

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IELTS (International English Language Testing System) – British Council

Overall Score: 6.5 | Test Date: November 2024

Modules: Listening 7.5, Reading 6.0, Writing 6.5, Speaking 6.0

## HOBBIES & INTERESTS

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- Exploring technology trends
- Virtual gaming
- Photography and travelling
- Outdoor activities

## REFERENCES

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Khandaker Humira Akhter

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