

# MD SIFAT MUSFIQ SUSHAN

## Resource & IT Specialist | Bridging Business Needs with Technology

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## PROFESSIONAL SUMMARY

Resource and IT Specialist with over 9 years of experience across information technology, web application development, procurement, administration and business operations. Experienced in web admin, cloud management, software configuration, system support, e-tender coordination, inventory control and vendor communication. Holds a BSc in Information Technology and a Master's degree in Human Resource Development & Industrial Relations. Skilled at aligning technology, resources and operational processes to support efficient business outcomes.

## TECHNICAL SKILLS

Microsoft Ecosystem | System Administration | Procurement | IT Support | Inventory Control | Administration | PHP Development | Asset Management | Vendor Coordination | Customer Service | AI for Productivity | Automation | Process Improvement

## KEY ACHIEVEMENTS

- Developed and maintained corporate websites.
- Managed enterprise procurement and administration operations.
- Improved cloud environments and end-user systems.
- Coordinated e-tender submissions.
- Improved inventory tracking processes.

## PROFESSIONAL EXPERIENCE

### Executive (Remote) - Information Technology | Ma Logistics (ML)

September 2026 - Present | Dhaka, Bangladesh

Install and configure software across office systems, set up and manage cloud accounts, maintain the company website for uptime and content accuracy, support cloud computing operations, and provide day-to-day technical support.

### Web Developer (Remote) | Duranta Online Limited

September 2017 - Present | Dhaka, Bangladesh

Designed and developed the company website using web application and an internal billing system. Continue to maintain and enhance the platform, including work on a modern, mobile-friendly, single-page design and future redevelopment planning.

### Store Assistant - Admin & Procurement | SGS

September 2021 - August 2026 | Dhaka, Bangladesh

Managed procurement processes, vendor communication, inventory control and tracking for analytical spare parts for LC/MS, GC/MS, LC-MS/MS, Humidity Sensors, Lightfastness Testers, and more. Prepared intercompany PR/PO in WIS, maintained capex and non-capex office assets, and used the Microsoft ecosystem to support efficient operations and procurement visibility.

### Business Coordinator (Remote) | Simal Technologies Middle East LLC

November 2018 - August 2021 | Dubai, United Arab Emirates

Prepared e-tender responses, managed e-commerce activities, investigated and reported technical issues, and coordinated incoming and outgoing mail to support business operations and communication.

### Intern - Information Systems | BEXIMCO Limited

May 2017 - August 2017 | Dhaka, Bangladesh

Redesigned the calendar for Employee Information web software, wrote SQL queries for data management, and revamped the Textiles Department website using WordPress.

## EDUCATION

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|--------------------------------------------------------------------------------------------------------------|------|
| <b>Master's, Human Resource Development &amp; Industrial Relations</b>   Jahangirnagar University            | 2019 |
| <b>Bachelor of Science (BSc), Information Technology</b>   University of Information Technology and Sciences | 2017 |
| <b>HSC, Business Studies</b>   Rajarbag Police Lines College                                                 | 2011 |
| <b>SSC, Business Studies</b>   Bangladesh Bank High School                                                   | 2009 |

## CERTIFICATIONS

| Certifications                                                                                                                                 | Year |
|------------------------------------------------------------------------------------------------------------------------------------------------|------|
| IT Leadership - ServiceNow                                                                                                                     | 2026 |
| Microsoft & Microsoft Press Certifications (System Administration, Microsoft 365, AI, Power Platform, Dynamics 365, Administrative Assistance) | 2026 |
| Firewall Administration - CompTIA                                                                                                              | 2026 |
| SCPro™ Foundations - Council of Supply Chain Management Professionals                                                                          | 2026 |
| Operations Management - Project Management Institute                                                                                           | 2026 |
| Customer Service - Zendesk                                                                                                                     | 2026 |
| Basic First Aid - Bangladesh Red Crescent Society                                                                                              | 2023 |
| Fire Fighting, Fire Prevention, Rescue - Bangladesh Fire Service & Civil Defense                                                               | 2022 |
| CCNA (Routing and Switching) - CSL Training                                                                                                    | 2018 |
| Web Development - Bangladesh Computer Council                                                                                                  | 2017 |

## REFERENCES

### **Nazmul Huda Anupam**

Director | Duranta Online Limited  
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### **Chinmoy Dey**

CEO | Ma Logistics  
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