**SHARIF SHAKEEB ALAM**

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OBJECTIVE

To obtain a full-time position in a Business Analyst role that relates to my educational background and professional experience.

EXPERIENCE

**Senior Customer Support Specialist, Infotech, Gainesville, FL**  Feb 2020-Dec 2020

• Act as the primary support contact for all incoming inquiries from state Departments of Transportation on technical issues with the Bid Express website and AASHTOWare Project Bids software

• Collaborate with account managers on outreach to state Departments of Transportation on any customer-wide issues or enhancements

• Provide first and second-level support for any customer issues or concerns with bidding platforms

• Update Salesforce database with customer cases and solutions to common software errors

• Utilize the Talkdesk software to log customer call details

• Receive and document customer enhancement requests and bug reports

• Train junior team members on product knowledge and team processes

• Perform any quality testing of software on an as-needed basis

• Attend daily scrum meetings, occasionally standing in as the scrum master

**Senior Business Specialist, Infotech, Gainesville, FL**  April 2018-Feb 2020

• Onboard new team members on existing bidding products and functionality

• Manage implementation projects for promotional offers of normally paid features within the service

• Manage the implementation of the customer support chat feature within the service

• Lead the ITI plan room team, which involves uploading plan sheets to the Bid Express website on the behalf of state Departments of Transportation

• Create functional specifications for any new and upcoming features and coordinate meetings between the development team and other stakeholders prior to finalizing requirements

• Act as the project manager for 19 state Departments of Transportation for their implementation of the AASHTOWare Project Bids software

• Provide second-level support to the Customer Support team regarding any issues with bidding platforms

• Investigate software logs from customers to determine the root cause of any issues

**Business Analyst**, **Infotech, Gainesville, FL** April 2014-April 2018

• Perform quality testing on test servers and report issues to the development team prior to weekly release to production servers

• Write test plans and test cases prior to release testing

• Host virtual and on-site webinars demonstrating Bid Express site features to contractors and representatives from the Department of Transportation

• Maintain and update database of common software errors and their solutions

• Present software enhancements and product updates to the Support and Operations teams

• Present contractor signer software to Contracting Officers, Engineers and Commission Secretaries from the Department of Transportation

• Troubleshoot issues with contractor signer software and assist both contractors and agency personnel from the Department of Transportation in electronically signing federal contracts

• Perform documentation and business review of any enhancements being released to production servers and recommend updates to the development team as necessary

• Attend bi-weekly Scrum meetings with developers and directors to discuss progress on all bug fixes and enhancements in the upcoming release

**Programmer Analyst**, **Infotech, Gainesville, FL** January 2013-March 2014

• Perform weekly testing and quality control of bidding software prior to release for production

• Create Mingle cards for issues with the software and assign them to the appropriate development team

• Collaborate with various state Departments of Transportation to troubleshoot any end-user issues regarding the bidding websites

• Evaluate Digital IDs from potential bidders prior to bidding process

• Manage database of agencies, contractors and subcontractors

**Industrial Engineer, Wildwoods Incorporated, Williston, FL** February 2011-January 2013

• Use supply chain methods to calculate optimal shipping, inventory and material costs for federal procurement projects for Veterans Affairs hospitals and the Department of Defense

• Research and bid for contracts using federal procurement websites such as Fedbizopps and Fedbid

• Coordinate with subcontractors to obtain quotes and create material submittals for federal contracts

• Implement six-sigma methods such as root cause analysis to maximize contract awards

• Attend pre-construction conferences in conjunction with clients and subcontractors

• Create budget sheets, projects schedules and prepare bid files for construction projects

• Prepare marketing packages for contracting officers from the Department of Veterans Affairs and the Department of Defense

• Produce project schedules in collaboration with the project manager and construction team

• Construct certified payroll portfolios to submit to clients in order to receive progress payments

• Maintain electronic and physical records of all corporate contracts

• Supervise CAD designer and make minor changes to drawings as necessary

**Lab Assistant, Embedded Control Systems Laboratory** September 2008-December 2008

University of Michigan Department of Electrical Engineering, Ann Arbor, MI

**Research Assistant, Digital Signal Processing Laboratory** June 2008-October 2008

University of Michigan Department of Electrical Engineering, Ann Arbor, MI

EDUCATION

**Master of Science in Information Technology Management, Sullivan University, Louisville, KY** December 2014

Relevant Courses: Project Management, Data Mining

**Master of Science in Industrial and Systems Engineering, University of Florida, Gainesville, FL** December 2010

Relevant Courses: Advanced Production and Inventory Control, Supply Chain Management, Purchasing and Inventory Control, Manufacturing Management, Web Decision Support Systems

**Bachelor of Science in Electrical Engineering, University of Michigan, Ann Arbor, MI** April 2008

Relevant Courses: Control Systems, Embedded Control Systems, Programming and Data Structures

ACADEMIC PROJECTS

**Pizza Cutter Manufacturing** September 2010-December 2010

• Use House of Quality to analyze customer needs and product specifications

• Use 3D design software such as Google Sketchup to design a one-motion pizza cutter

**Supply Chain Game** October 2009-December 2009

• Perform cost-benefit analysis for the allocation of virtual factories and distribution centers

COMPUTER SKILLS

Languages: SQL, C, C++, Java, MATLAB, Verilog, VHDL, PHP

Applications: Confluence, Fedbid, Fedbizopps, Jira, Microsoft Office (Word, Excel, Project), Mingle, OpenAir, Salesforce, SIMULINK, Slack, Talkdesk

CERTIFICATIONS

Project Management Professional Certification, Six Sigma Green Belt, OSHA 10 Hour - Construction

AWARDS

Academic Achievement Award (45 % tuition waiver), University of Florida 2009-2010

Invitation to Honors Convocation at the University of Michigan April 2008

Dean’s List at the University of Michigan Fall 2007, Winter 2008

MEMBERSHIPS

IEEE, IIE, Alumni Association (University of Michigan, University of Florida)

LANGUAGES

Bengali, English, French (basic), Hindi