

MOHAMMAD NUR ALAM (*He/Him/His*)

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SUMMARY

Detail-oriented professional with over 8 years of experience in Operations and Supply Chain Management, IT Services Management, Logistics and Procurement Management. Ability to analyze data, manage vendor relationships, and implement solutions to enhance operational efficiency. Seeking to apply my skills in a dynamic organization where I can continue to grow and contribute effectively.

WORK EXPERIENCE

IQARUS International — Logistics Coordinator (**The UN Medical Treatment Facility**)

Cox's Bazaar, Bangladesh | June 2021 - February 2022

- Managing the Request for Proposal (RFP) and Request for Quote (RFQ) process in favor of “The UN Medical Treatment Facility – IQARUS”.
- Sourcing goods from local suppliers and establishing an uninterrupted logistics and supply chain.
- Negotiate with vendors to secure favorable contract terms, including price, deadlines, deliverables, and service level agreements (SLAs).
- Coordinating with government and UN organizations for successful outcomes through resource utilization and effective communication.
- Providing IT field support on behalf of the IQARUS HQ IT department.

X-Press Technologies Ltd. — Operations Manager (Supply Chain & Customer Support)

Dhaka, Bangladesh | Jan 2019 - May 2021 | Aug 2014 – Sept 2017 (Customer Support Admin)

- Leading and Training field and helpdesk support teams.
- Managing Supply Chain, purchase, and procurement for the upgradation of the network.
- Oversee the levels of warehouse stock and place orders as needed.
- Ensuring Data Security of the Internal and Clients Networks.
- Establishing LAN, WAN, CDN, Database Servers, NAS, WLAN, Switches, and APs.
- Training clients regarding IT services that they're not familiar with.
- Liaise with BTRC, NSI, DGFI, and government agencies regarding compliance issues.

Health Management BD Foundation — Logistics Coordinator

Cox's Bazar, Dhaka, Bangladesh | Dec 2017 - Dec 2018

- Ensuring premises (Dhaka, Cox's Bazaar) assets and communication ways are used effectively (Health Post, Orphanage Friendly Space, Schools, and Learning Centers).
- Supervise and arrange to stock raw materials, and equipment to ensure they meet needs.
- Communicate with suppliers, service providers, etc. to achieve profitable deals.
- Plan and track the shipment of products according to requirements.
- Monitoring construction works and base (water, sanitation).

Doctors Without Borders/ Medicines Sans Frontiers – ICT Officer
Cox’s Bazaar, Bangladesh | October 2017 – November 2017

Key Responsibilities:

- Establishing Office Wireless, LAN & WAN with data connectivity.
- Configuring Routers, switches to connect NAS, Unifild database & AP(s).
- Providing 1st line of ICT support to the users of Cox’s Bazaar, Kutupalong, and Balukhali Offices with regular maintenance.
- Assisting the Logistics team assigned by the Emergency Log Coordinator.

ACADEMIC DEGREES

Master of Science in Geosciences (Geography) 2025-2026
Georgia State University, GA, USA

Master of Business Administration (MIS) | CGPA: 3.86/4.00 | 2022-2024
International American University, CA, USA

Bachelor of Science in Computer Science & Engineering | CGPA: 3.31/4.00 | 2014-2019
IBAIS University, Dhaka, Bangladesh

TECHNICAL SKILLS

- **Data Management:** Database administration, data quality assurance, and reporting.
- **Software Proficiency:** Esri ArcGIS Pro, Google Suite, MS Office Suite, ERP systems.
- **Analytical Skills:** Strong capability in identifying operational issues and implementing solutions.

TRAINING & CERTIFICATIONS

- Certified Network Security Specialist, International Cybersecurity Institute (UK) 2020
- Policy Development Process – APNIC Academy (Australia) 2020
- Internet Resource Management - APNIC Academy (Australia) 2020
- ITIL® Foundation Certificate in IT Service Management, AXELOS (UK) 2018
- Database Management and Administration (Oracle) – BUET (Bangladesh) 2018

LANGUAGES

- Bengali (Native)
- English (Fluent)
- Hindi (Fluent)

REFERENCE

1. **Dr. Chetan Tiwari (Academic Supervisor)**
Associate Professor
Department of Geosciences and Computer Science
Georgia State University
Email: ctiwari@gsu.edu
2. **Dr. Richard A. Milligan (Graduate Director)**
Associate Professor
Department of Geosciences
Georgia State University
Email: rmilligan@gsu.edu