



TOWHID AHAMMED CHOWDHURY

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Profile

Prudent Business Intelligence Analyst with 15+ years providing employers with valuable and actionable data to drive profit growth. Practiced at filtering information to find and highlight vital metrics and revelatory findings. Keen support business growth by leveraging intelligence assets to predict and reveal optimal business strategies. Also Expert in database management, project management and business process architecture & automation.

Professional Strengths:

- Business analysis on Telco domain: forecast the revenue, collection, bad debt, churn ratio, aging status, overdue trend & assist with other special projects for internal and external customers.
- Analyze working process, identifying the gaps and the weakness points, reengineer and improve the business process and suggest efficient working procedures that satisfy the organization’s business goals and objectives with the help of the Lean Methods and Six Sigma Methodology and Tools.
- Data Modeling – Data model design and development for campaign and business analytics.
- Reporting – Automated report generation using PL/SQL.
- Highly organized with excellent interpersonal skills.

Areas Of Expertise:

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|-------------------------|---------------------------|------------------------|
| • Business Analysis | • Database Administration | • Software Development |
| • Process Reengineering | • Strategic Planning | • Project Management |

Expertise In

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|------------|----------|----------|-----|
| • Oracle | • SQL | • My SQL | |
| • JAVA | • C#.Net | • Python | • R |
| • Power BI | | | |

Significant Achievements:

- Active member in BI Enterprise Portal & Dashboard project.
- Active member in BI Self Service Tool for Enterprise.
- Active member in BI Enterprise BOT App.
- Corporate sales, sales and other different team monitoring tools using PHP, MySQL
- Developed Collection Dashboard using ASP.Net & SQL
- Developed Finance MT Dashboard using ASP.Net & SQL
- Active member in Flexible Credit Control System
- Developed Cost Benchmarking Dashboard
- Developed Invoice Processing Management System.
- Defines and documents 1400 Finance Operations Functions and Processes (e-Tom framework).
- Apply Lean and Six Sigma methodology for improving the operational processes.

Professional Training:

- Six Sigma Black Belt, STC Bangladesh.
- Lean Six Sigma Green Belt, BMGI India.
- Project Management Professional, ESI International
- Microsoft Certified Application Developer, Microsoft
- Microsoft Certified Professional, Microsoft
- Diploma in Software Engineering from NIIT (2 year Diploma).

Professional Experience:

Lead Specialist

01/02/2019 to till now

Reporting & Analytics. Enterprise Business, Grameenphone Ltd

Responsibility:

- Define metrics, develop measurement and reporting plans of enterprise revenue & services.
- Perform analysis on organization processes and provide appropriate results.
- Ensure on-time financial & BI reporting to stakeholders with regular quality assurance
- Manage the transition of service and industrialization processes.
- Internal solution design, data modeling review and deployment
- Manage overall Reporting Team – people, process, operation and day to day executive decisions.
- Prepare architecture for data, prepare strategies and provide business object solutions as per requirements.
- Operation & maintenance of internal EDW (Finance, Enterprise) & Business Intelligence Solution Applications
- Supervise efficient working process of all Reporting projects and analyze requirements and perform appropriate tests on same.
- Administer projects, prepare updates and implement all phases for project to achieve all project objectives.
- Manage and customize all ETL processes as per customer requirement and analyze all processes for same.
- Analyze all complex data and identify requirements for business enhancement in project.
- Perform assessment on all reporting requirements and develop long term strategy for various reporting solutions.
- Ensure proper change and release management controls in delivering customer requirement
- Ensure proper service reporting and support to stakeholder and internal management.
- Optimize and tune existing processes to ensure maximum quality output of the operation
- Ensure capability development and skill backup with help of available organization tools and framework
- Coordinate with cross functional teams and 3rd party vendors to ensure end to end delivery.
- Support to HR in recruitment process to hire right resource for the team

**Lead Specialist,
Postpaid MIS, Finance, Grameenphone Ltd.**

15/10/2016 to 31/01/2019

Responsibility:

- Generate and distribute management reports in accurate and timely manner.
- Develop MIS process improvements for increased efficiency.
- Manage system maintenance and security activities.
- Coordinate with cross-functional teams to resolve complex problems/issues.
- Conduct system training to appropriate staff on regular basis and upgrade them.
- Develops MIS documentation to allow for smooth operations and easy system maintenance.
- Perform data analysis for generating reports on periodic basis.
- Development and maintenance of SQL procedures and PL/SQL queries used for analytical and report generation.
- Conduct daily maintenance, monitoring, performance analysis, trouble shooting and problem resolution of ETL processes.
- Development & Implementation of integrated tools for business requirement.
- Lead and manage the MIS team member, ensuring that staff are managed, trained, and motivated to meet the objectives and priorities.

**Specialist,
Credit Risk Management, Finance, Grameenphone Ltd.**

01/05/2013 to 15/10/2016

Responsibility:

- Manage consumer usage and behavior analytics
- Develop business performance analyses tools for Credit Management and reports on top of the Exadata DWH platform
- Predictive analytics model development using Oracle Data Miner (ODM)
- Near real time field force tracking for relationship managers and vendor agents and daily performance Index system development
- Work on Oracle & SQL Server to maintain database using various data sources
- Systematically develop new queries to support data requirement for various ad-hocs
- Work closely with team members to give inputs to operations on the business performance
- Modify the existing queries to reduce the report making time significantly through advanced T-SQL commands
- Leads root cause analysis to identify opportunities to predict, prevent and mitigate risk in business processes and performance.
- Perform access control audit for IT Tools.

Specialist,

23/08/2011 to 30/04/2013

Projects Cost Transformation & Operational Excellence, Finance, Grameenphone Ltd.

Responsibility:

- Institutionalize a continuous improvement methodology that builds on current best practices including lean six sigma; Lead and deliver major improvement projects in partnership with divisions and departments; Train, promote and mentor staff in the use of CI approach and tools.
- Re-engineered and mapped business processes as part of engagements, documented as Standard Operating Procedures;
- Recommendations for documenting internal controls and delegations of authority based on the corporate Internal Control Framework;
- Define and analyze the cost of discreet process streams in order to improve the financial and operational position of the business.
- In the context of the above, define and develop the TOM- Target Operating Model for the business.
- Use the process improvement tools, reengineering methodologies and internet-related methodologies and principles to conduct process modernization projects.
- Assist in transitioning of existing organizations or project teams in accomplishing the organization's goals or project activities and objectives through improved use of internet and other automated processes.
- Support activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements.
- Provide group facilitation, interviewing, training, and additional forms of knowledge transfer.
- Rationalize all work process development and projects/initiatives against the TOM- Target Operating Model designed for the business.
- Develop and report using agreed upon performance metrics as defined to manage the health of the business.
- Coordinate and manage the collection and analysis of VOC- voice of the customer feedback in order to remain relevant and improve customer satisfaction within our business markets.
- Provide governance on the implementation of new work processes, measurement and management of existing work processes and recommend improvements for change.

Previous Job Experience:

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| 1. Specialist, Business Support, Finance, Grameenphone Ltd, | Jun 2011 to Aug 2011 |
| 2. Executive, Credit Management, Finance, Grameenphone Ltd | Apr 2009 to Jun 2011 |
| 3. Customer Manager, Commercial, Grameenphone Ltd | Feb 2007 to Apr 2009 |
| 4. Faculty Group Leader, NIIT, BEXIMCO Systems Ltd | Mar 2005 to Feb 2007 |
| 5. Sr. Software Engineer, Nanosoft | Feb 2002 to Feb 2005 |

Educational Summary:

Exam	Group/Major	Board/University	Result	Year
M.B.A	Finance	Bangladesh University of Professionals	On Study	
M.Sc.	Computer Science & Engineering	United International University	3.81/4	2012
DNIIT	Diploma in Software Engineering	NIIT Ltd	84%	2003
B.Sc.	Geography	National University	2nd	2004
H.S.C	Science	Dhaka Board	2nd	1998
S.S.C	Science	Dhaka Board	1st	1996

Personal Details:

Father's Name : Aktheruzzaman Chowdhury
Mother's Name : Nilufa Chowdhury
Date of Birth : 04/11/1981 (4th Nov 1981)
Employment Status : Full Time
Relationship Status : Married.
Nationality : Bangladeshi.
Religion : Islam

Reference:

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