

# MD MASUM BILLAH

IT & HR Operations ♦ People Management ♦ AI-Powered Productivity

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## PROFESSIONAL SUMMARY

Results-driven HR & IT Operations professional with 7+ years of hands-on experience managing the complete employee lifecycle — recruitment, onboarding, attendance, performance management, and disciplinary action — across SME and corporate environments in Bangladesh. Pairs deep people-operations expertise with solid IT systems support and a certified command of AI productivity tools (ChatGPT 2.0, Claude AI, Meta AI, Gemini, Canva AI) to automate workflows, reduce manual effort, and improve reporting accuracy. Holds 15+ certifications spanning Workforce Management, Advanced AI, Digital Security, Digital Marketing, Web Systems and Identity Design. Known for fairness, ethical HR practice, and practical problem-solving that delivers real business results.

**7+ Years**

HR & IT Operations

**100+ Employees**

Workforce Managed

**15+ Certifications**

HR · AI · IT · Digital Operation

## WORK EXPERIENCE

### 360 Engineering & Consultancy

Jul 2025 – Apr 2026

IT & HR Operations Officer · Dhaka, Bangladesh

- ♦ **HR Operations:** Coordinated daily HR activities across 3+ departments for 25+ employees — scheduling, documentation, and compliance.
- ♦ **Recruitment:** Managed end-to-end hiring for 15+ roles: manpower planning, CV screening, interviews, and onboarding.
- ♦ **Attendance & Records:** Maintained digital attendance and leave records, reducing payroll discrepancies by ~20%.
- ♦ **AI Productivity:** Used ChatGPT and Claude AI to automate HR reports and communications, saving ~4 hours/week.
- ♦ **Employee Relations:** Handled conflict resolution, formal warnings, and corrective action fairly and professionally.
- ♦ **Performance & KPI:** Assisted in monitoring team performance and accountability, contributing to quarterly KPI reporting presented to senior management.

### BMWS Group

Jan 2020 – Jun 2025

IT & HR Operations Officer · Dhaka, Bangladesh

- ♦ **Workforce Management:** Owned complete HR operations for 100+ employees over 5 years — recruitment through offboarding.
- ♦ **Payroll Support:** Prepared monthly payroll inputs for 100+ staff with 98%+ accuracy across all pay cycles.
- ♦ **Performance Management:** Tracked KPIs and conducted performance follow-ups, improving team accountability by ~15%.
- ♦ **Process Improvement:** Introduced AI-assisted and digital workflows that reduced manual admin time by ~25%.
- ♦ **Attendance & Leave:** Maintained accurate attendance, leave, and employee records — reducing payroll discrepancies by ~20%.
- ♦ **Employee Relations:** Mediated employee conflicts, coordinated disciplinary procedures, and maintained a fair and productive work environment.
- ♦ **HR Compliance & Records:** Maintained confidential employee files, ensured documentation accuracy, and supported compliance with internal HR policies.
- ♦ **AI-Powered Productivity:** Leveraged ChatGPT and Claude AI to draft HR communications, automate report generation, and streamline documentation — saving ~3 hours/week.

### AppleCare Bangladesh

May 2016 – Sep 2019

Assistant IT Support Manager · Dhaka, Bangladesh

- ♦ **Technical Support:** Resolved hardware, software, and OS issues across Windows, macOS, iOS, and Android — 95%+ uptime.
- ♦ **Device Management:** Configured and maintained 100+ devices including Apple hardware, laptops, and peripherals.
- ♦ **User Training & Support:** Onboarded new users, provided productivity tool training, and reduced repeat support tickets by ~25% through structured user guidance.
- ♦ **System Configuration:** Installed and maintained business applications, OS updates, and network configurations all devices of users.

### Dhaka Calls Pvt. Ltd.

Aug 2014 – Aug 2015

Customer Service Executive · Dhaka, Bangladesh

- ♦ Managed high-volume inbound/outbound calls, maintained CRM records, and communicated professionally with overseas clients.

## PROFESSIONAL SKILLS

<b>HR</b>	Recruitment & Onboarding · Workforce Planning · KPI & Performance Tracking · Attendance & Leave Admin · Disciplinary Action · HR Documentation · Payroll Preparation · Employee Relations
<b>AI &amp; Tools</b>	ChatGPT · Claude AI · Canva AI, Gemini · AI Workflow Automation · Prompt Engineering · Digital Reporting · Data Management & Analysis · AI-Powered Documentation
<b>IT Operations</b>	User Access Control · Hardware & Software Troubleshooting · Systems Administration · Business Tools · Vendor & Service Provider Coordination · Network Basics
<b>Digital Marketing</b>	Social Media Strategy · Advanced SEO · Content Creation & Strategy · Campaign Planning · Community Management · Performance Analytics
<b>Development</b>	WordPress · Web Hosting & Domain Management · Responsive Web Design · Project Management
<b>Soft Skills</b>	Cross-functional Collaboration · Stakeholder Communication · Conflict Resolution · Problem Solving · Time Management · Confidentiality & Integrity

## EDUCATION

### B.Sc. (Hons) Computer Science & Engineering

National University, Bangladesh  
2015 – 2019 · Dhaka

### HSC in Science

Dhaka Education Board  
2012 – 2014

### Diploma in Information & Communication Technology

Bangladesh-Korea Institute of ICT  
2016 – 2017 · Dhaka

### SSC in Science

Dhaka Education Board  
2010 – 2012

## CERTIFICATIONS

- ◆ Certified Advanced AI: Mastering for Productivity & Creativity — Coursiv — *May 2026*
- ◆ Future Ready with Digital Skills — Generation Unlimited — *June 2026*
- ◆ Workforce Management & Team Building (HR) — DIKKHA Project, ICT Division — *Jan 2026*
- ◆ Workplace Communication Essentials — Generation Unlimited — *Jan 2026*
- ◆ Excel Essentials for Workplace Productivity — Generation Unlimited — *Jan 2026*
- ◆ Art of Problem Definition Empowerment — Generation Unlimited — *Jan 2026*
- ◆ Unleashing Cognitive Empowerment — Generation Unlimited — *Jan 2026*
- ◆ NTVQF Skill Certificate-IV in Advanced Digital Marketing — BTEB — *Feb 2022*
- ◆ National Skill Certificate-IV in PHP with Laravel — BASIS — *Apr 2022*
- ◆ Advanced Professional English Communication — Workplace Skills Dev Academy, New Zealand — *Jan 2022*
- ◆ Digital Security Essentials — Digital Security Agency & ICT Division — *Jun 2020*
- ◆ File Processing, Internet & Operating Systems — Digital Security Agency & ICT Division — *Apr 2020*
- ◆ Computer Troubleshooting & Security — Digital Security Agency & ICT Division — *Mar 2020*
- ◆ Advanced Practical SEO Training — BASIS Institute of Technology & Management (BITM) — *Aug 2017*

## VOLUNTEERING · LANGUAGES · REFERENCES

### Volunteering

#### Community Leader

Digital Literacy Center · Jan 2023 – Present

#### ToT Chapter Leader

Cyber Crime Awareness Foundation · Dec 2018 – Present

#### Assistant Unit Leader

Bangladesh Scouts, Sea Region · 2014 – 2016

### Languages

**Bengali** — Native

**English** — Fluent

**Urdu** — Conversational

**Hindi** — Conversational

### Attributes

Integrity & Confidentiality

Proactive Problem-Solving

Cross-functional Coordination

Operational Multitasking

### References

#### MD. Tabia Islam

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#### MD. Ashrafuzzaman

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