

Safiur Rahman

309 Agnes Street, #103
New Westminster, BC V3L 1E7
(604) 521-5306
safiur.rahman@gmail.com
<http://www.safiur.com/>

Education

Texas A&M University
Bachelor of Science, Computer Science, Cum Laude

College Station, TX
Aug 1996 – Aug 2000

Certifications

- Microsoft Certified Application Developer for Microsoft .NET (Dec 2007)
- Microsoft Certified Professional for Web Application Development using ASP .NET, C#, and Visual Studio 2003 (Jun 2007)
- Microsoft Certified Technology Specialist for SQL Server 2005 (Nov 2006)
- Sun Certified Web Component Developer for J2EE 1.4 Edition (Jun 2006)
- Sun Certified Programmer for the Java 2 Platform, J2SE 1.2 Edition (Aug 2001)
- Oracle Certified Internet DBO for Oracle 8i (Oct 2002)

Experience

Spot Solutions, Inc.
Senior .NET Developer (Contract)

Vancouver, BC
Jul 2008 – Present

- Architect and lead developer of the LiveSmart BC Rebate Processing Application for the Ministry of Energy, Mines, and Petroleum Resources; Technologies leveraged include ASP .NET (Framework 3.5), Microsoft Visual Studio 2008, C#, NHibernate 1.2, AJAX, JavaScript, and Microsoft SQL Server 2005.
- Responsible for entire application from inception to delivery of each increment; Assisted project manager with requirements gathering and analysis as well as project planning and monitoring activities.
- Decomposed application into discrete components and delegated programming tasks to junior staff; Drove development effort, conducted code reviews, and oversaw development activities and QA processes of entire team.
- Successfully delivered each incremental release of application on time, on budget, and in compliance with client expectations; Project recently nominated for Premier's Award.

GaleForce Solutions, Inc.
Technical Account Manager

Vancouver, BC
Sep 2007 – Jul 2008

- Engaged in installing, configuring, customizing, and supporting GaleForce Customer Relationship Management (CRM) software (offering a suite of value-added features to Microsoft CRM 3.1 and 4.0), at client sites in North America and worldwide; Technologies leveraged include ASP .NET Framework 1.1/2.0, C#, Microsoft SQL Server 2005, and web services.

- Worked hands on with remote clients and partners to diagnose, prioritize, and troubleshoot complex technical problems under strict time constraints.
- Authored the GaleForce CRM 4.0 Installation Guide, GaleForce CRM 4.0 Configuration and Customization Guide, GaleForce CRM 3.1 Lab Workbook, and other user documentation to educate clients on GaleForce software.
- Responsible for developing and executing test cases for GaleForce CRM Version 4.0.
- Regularly provided technical input to product development team on architectural and development concerns and interface with customers, partners, and product team to bring about product improvements.
- Developed the GaleForce CRM Data Import Utility, a Windows .NET application that facilitates data importation from CSV files into any version of CRM by leveraging Microsoft CRM and GaleForce web services

SCM Solutions, Inc.
Senior Consultant

Victoria, BC
Jan 2007 – Sep 2007

- Engaged in consulting services for enterprise applications in the field of software change and configuration management; Responsibilities included installing, configuring, customizing, and troubleshooting software to meet client needs, migrating data from legacy applications, and providing post sales technical support for products such as CA AllFusion Harvest, Unicenter ServiceDesk, and Clarity.
- Key developer for SCM's HarMigration utility, a Java application that automated migration of client data from AllFusion Harvest Version 4.0 to Version 5.0 and higher.
- Worked on-site at Netezza Corporation in Framingham, MA to develop over 20 technically complex and mission critical reports for extrapolating data from Netezza's Unicenter ServiceDesk database. Reporting suite custom built to cater to Netezza's business operations and resulted in savings of at least 40 man-hours per month for vice presidents and senior management; Received letters of commendation from client and Computer Associates.
- Developed custom utility for British Columbia Ministry of Energy and Mines, which automated process of promoting and demoting code from a development environment to production and vice versa; Features included automatic compilation of source files, execution of database scripts, and sending of e-mail notifications.
- Administered SCM's internal implementation of Clarity, the complete ERM solution for project management, asset and resource management, time allocation, and financial management.

Number 41 Media Corporation, Inc.
Senior Developer

Victoria, BC
Sep 2005 – Jan 2007

- Technical lead and senior developer for various ASP .NET and J2EE custom web-based projects for health authorities and governmental organizations in Vancouver Island; Programming languages used include C# and Java; Database backends include SQL Server 2000/2005 (for .NET) and Oracle 9i (for J2EE); Client-side technologies include AJAX and JavaScript.
- Involved in all aspects of the software development life cycle including business process analysis, gathering of functional requirements, data architecture, coding, quality assurance, deployment, maintenance, and documentation.

- Led development effort for the Queen Alexandra Work Order System, a custom web-based solution for Vancouver Island Health Authority (VIHA) designed to create and manage patient work orders based on patient encounter records imported from external application. Engineered software to be feature rich yet easy to use, providing a simple interface to add items and services to work orders, perform calculations, create invoices and letters, process payments, and generate reports.
- Led initiative for adding new functionality and reengineering existing web pages for Number 41 Media's flagship PDR (Physician Data Repository) product used by health authorities such as VIHA, Northern Health, and Provincial Health Services Authority (PHSA) to manage physician data. Improved reporting capabilities to extrapolate physician information such as names, roles, expertise types, contact information, departmental associations, and regions (based on user selected criteria) for easy export to Microsoft Excel. Enhanced searching capabilities for physicians and organizations and improved overall performance and usability.
- Laid foundation for CME (Continuing Medical Education) Round and Events Management application, used to track physician event attendance for credentialing purposes. Designed database backend and created framework for implementing data access and business logic layer modules; Implemented key end user pages based on defined framework and oversaw development activities of junior development staff.
- Customized and maintained the British Columbia Ministry of Education's internal service management application (built using JSP, Servlets, and Java Bean technologies and running on an OC4J container against an Oracle 9i database backend). Developed key data entry forms, performed bug fixes, and implemented new features based on client requests and successfully deployed application to MOE environment.
- Actively involved in weekly production meetings with project managers, business analysts, and architects to improve development practices and internal processes.

V-Link Solutions, Inc.
Lead Developer

Fort Lauderdale, FL/Vancouver, BC
 Jun 2003 – Jun 2005

- Principal developer for V-Link's flagship product, PASSYM, the complete authentication, metering, and billing solution for wireless internet (WiFi) access.
- Managed a team of developers towards successful implementation and deployment of the new PASSYM WiFi management administration portal, on time and on budget.
- Involved in establishing sound software design, development, coding, and documentation practices and assisted in project management activities.
- Redeveloped many of PASSYM's core features and added new features using ASP (VBScript), JavaScript, and HTML against a SQL Server 2000 database backend; Modifications offered more flexibility and vastly improved end user experience.
- Engineered a flexible backend billing system, which in conjunction with Steel-Belted RADIUS, allows end users to purchase hourly, daily, weekly, and monthly packages based on a per minute usage model, time-based expiration model, or surf for free. Successfully integrated PASSYM's billing system with TravelCenters of America's RoadKing Club program (using XML web service calls) to allow users to redeem "Road Miles" for wireless internet service.
- Led development effort for the integration of PASSYM's billing mechanism with Wave3 Software's video conferencing, data collaboration, and multipoint conferencing software using XML web services and custom API calls.

- Developed a custom interface that integrates with a hotel's PMS (Property Management System) to allow guests staying at major hotel chains (such as Hilton and Embassy Suites Hotels) to conveniently bill wireless access time to hotel room.
- Successfully integrated PASSYM backend with multiple hotspot gateways manufactured by Colubris Networks, Nomadix, and ValuePoint.
- Created customized versions of PASSYM for Yodel Enterprises, Inc., TravelCenters of America, Princess Cruise Ships, GPS Industries, and other high profile clients resulting in increased marketability for PASSYM and expanding V-Link's footprint in the hospitality industry.
- Extended PASSYM's reporting capabilities to monitor all aspects of an end user session, including session start and end dates/times, client IP and MAC addresses, session location, payment history, and other vital statistics.
- Successfully implemented numerous security improvements in PASSYM's credit card processing module, including the implementation of AVS (Address Verification System), CSC (Cardholder Security Code), and storage of credit card data in encrypted format in database backend using a Triple-DES Encryption algorithm. Implementation of features improved security and reduced credit card charge backs to achieve huge monthly savings.
- Led training sessions to educate other employees on how to use customize PASSYM; Authored flow charts, entity-relationship diagrams, user manuals, and other documentation.
- Rigorously involved in researching V-Link's competitors and bringing improvements to the table to make PASSYM a more robust, user-friendly, and versatile product.

Penchant Software, Inc.

Programmer Analyst/Technical Support Technician

Minneapolis, MN

Jul 2002 – Apr 2003

- Engaged in rigorous software development, maintenance, quality assurance, and technical support activities for Penchant's flagship product, dispatchOffice, and awarded Penchant's "Certificate of Valor" award for successfully implementing numerous improvements.
- Key developer for the client/server version of dispatchOffice, the complete office solution for the mobile workforce; Actively involved in application development role using Microsoft Visual FoxPro 6.0 and SQL Server 2000 database backend and report development using Crystal Reports VIII. Worked with team to develop unit/system test plans and write SQL test scripts.
- Extended the capabilities of the Java-based dispatchOffice Automated Carrier Web Tracking (ACWT) module, such that it automated the process of obtaining a job's case status information via a tracking number by connecting to various carriers' websites, downloading, parsing, and extrapolating relevant data from raw HTML, and automatically populating the dispatchOffice database.
- Maintained and improved the dispatchOffice Internet Order Entry module, an ASP web-based application that allowed users to book and track jobs online.
- Successfully completed numerous bug fixes and innovations prior to releasing quarterly builds and new software versions.
- Technical support duties involved working hand-in-hand with end users on a daily basis to diagnose, troubleshoot, and resolve complex technical problems via remote access and help clients improve operational efficiency by better utilizing dispatchOffice.
- Authored procedural manuals for developers and end user documentation.

Karta Technologies, Inc.
Software Engineer

San Antonio, TX
Aug 2000 – Apr 2002

- Involved in multiple software projects where duties encompassed programming, database design and construction, documentation, web-design, and client-server/web-based application development.
- Key developer for the conversion of Karta's flagship Boiler Maintenance Workstation (BMW) product from a client-server version to a Java-based web enabled format. Developed GUI using Applets and HTML utilizing Java Swing components (including a graphical parts tree browser tied to a rotating DXF file viewer depicting various parts of a boiler plant) and Servlets for handling backend database transactions against an Oracle 8i database; Added new features in web enabled version as per client and managerial requests.
- Maintained Karta's Fairchild Dornier Reliability and Reporting System (FDRRS), a J2EE web-based aviation parts management application for Fairchild Dornier, Inc. Engaged rigorously in identifying and fixing bugs as well as adding new functionality; Also created an application in Microsoft Access that greatly simplified process of migrating data from legacy systems to new Oracle database.
- Developed Karta's C-21 Aircraft Maintenance Scheduling System using Visual Basic and Microsoft Access for the US Air Force Oklahoma City Air Logistics Center (OK-ALC); System automated process for scheduling C-21 aircraft for modifications and instantly produced reports in Microsoft Access, Microsoft Excel, and Microsoft Project. Authored user manual and programmer's guide for product.
- Developed Karta's Engineering Department's website using Macromedia Dreamweaver and Macromedia Flash.

Technical Skills

Development Platforms

- Microsoft .NET Framework 1.1/2.0/3.5, COM+, J2EE, J2SE

Languages and Technologies

- C/C++, C#, Java (JDK 1.x, Swing/AWT, JSP 2.0, Servlets), ASP, ASP.NET, JavaScript, AJAX, Visual Basic, Visual FoxPro, Pascal, Ada-95, Fortran 90, HTML, CSS, XML/XSLT, SQL, UML

Relational Databases

- Microsoft Access 97-2003, Microsoft SQL Server 2000/2005, Oracle 9i/10g, MySQL 4.0/5.0

Web Servers

- Apache, Sun Java Application Server, Oracle OC4J, Microsoft IIS

Operating Systems

- Microsoft Windows NT 3.5/4.0/2000/2003, Microsoft Windows 95-Vista, SunOS/Solaris, Linux, DOS

Enterprise Software

- Microsoft CRM 3.1/4.0, AllFusion Harvest r4-7, Unicenter ServiceDesk r7, Clarity 8

Other Packaged Software

- Microsoft Visual Studio 2003/2005/2008, Microsoft Visual SourceSafe, NetBeans, Oracle JDeveloper, Subversion, Rational Rose, Crystal Reports, Steel-Belted RADIUS, VMWare, Microsoft Live Meeting, Symantec PCAnywhere, Terminal Services, Microsoft Office, Microsoft Project, Microsoft FrontPage, Microsoft Visio, Adobe GoLive, Adobe PhotoShop, Macromedia Dreamweaver, Macromedia Flash, OMNIS 7, OMNIS Studio