

RAKIBUL ISLAM

TECHNICAL OPERATIONS MANAGER

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PROFESSIONAL SUMMARY

A 14+ years experienced professional adept at bridging the gap between business strategy and technology through operational leadership, client relations, and full-stack software development. Seeking to leverage this unique combination of management and engineering skills to optimize internal systems, build custom dashboards, and drive organizational growth.

SKILLS

- **Management & Client Success:** Operations & Team Leadership • Client Relations & Account Success • Business Development & Strategy • Conflict Resolution & Communication
- **Technical Expertise:** Full-Stack Software Development • System Architecture & Design • Database Design & Management • Internal Tools AI Automation

KEY ACHIEVEMENTS

- **Hifzul Quran Competition Champion:** I was honored with the 1st place award at the Hifzul Quran Competition across the entire Rajshahi Division in 2002.
- **Best Employee Award:** I was honored as the “Best Employee of the Year” among the fourteen field monitor officers (FMOs) at Muslim Aid-UK in 2014.

PROFESSIONAL EXPERIENCE

Founder & CEO | Titonex

2017 - Present

My Projects in Titonex

- **Water Technology:** Smart operations management for water purification system used for seamless distribution and client satisfaction. [Visit Website](#)
- **FrostVault:** Scalable inventory tracking system built for cold storage system management and operational efficiency. [Visit Website](#)
- **Clinex AI:** Advanced admin and staff dashboard built for secure healthcare management workflow and data analysis. [Visit Website](#)

Manager | New Uttara Communication

2015 - 2017

- Supervised a small team to deliver customer-oriented communication services.
- Conducted customer interactions and ensured accurate service information.
- Maintained operational efficiency and customer-oriented practices.

Field Monitoring Officer | Muslim Aid-UK

2013 - 2015

- Conducted field surveys and monitored program efficiency.
- Prepared reports and shared findings with management for service improvements.
- Built trust with communities while ensuring accurate information collection.

EDUCATION

Bachelor of Arts (Incomplete)

- **University:** National University
- **Subject:** English Literature
- Completed up to 4th year
- Discontinued to professional commitments.

LANGUAGES

- **Bengali:** B2 (Upper Intermediate)
- **English:** B2 (Upper Intermediate)
- **Hindi/Urdu:** A2 (Elementary)