

MD NAHID HASAN SHUVO

ENTERPRISE PROJECT MANAGER | ERP & AGENTIC AI DEVELOPMENT

Dhaka, Bangladesh | +8801745425825 | m.nahid.shuvo@gmail.com

[linkedin.com/in/nahidhshuvo](https://www.linkedin.com/in/nahidhshuvo)

PROFESSIONAL SUMMARY

Enterprise Project Manager with nearly 7 years of experience across business applications, infrastructure, cybersecurity, service continuity, and technology-enabled operations. Leads a 2-year IT roadmap, an annual technology budget above BDT 1 crore, hybrid infrastructure, enterprise applications, vendors, and delivery teams supporting 700 users across 3 sites and 7 business units. Implementation portfolio includes SAP, Odoo, Microsoft Dynamics, Agentic AI, e-commerce, logistics, mail services, cloud platforms, and process automation.

CORE COMPETENCIES

IT Strategy & Governance: business-aligned roadmaps; technology investment planning; governance; risk oversight; senior stakeholder advisory; team leadership; executive reporting

ERP & Enterprise Applications: SAP; Odoo; Microsoft Dynamics; ERP; CRM; finance; procurement; inventory; manufacturing; POS; e-commerce; migration; integrations; UAT; APIs and integrations

Agentic AI Development & Delivery: voice and text agents; conversation workflows; prompt and tool design; knowledge retrieval; SIP and telephony; APIs; human handoff; evaluation and monitoring

Infrastructure & Security: Linux; cloud and VPS; servers; networks; Docker; databases; Microsoft 365; cybersecurity; monitoring; mail; backup; disaster recovery

Project Delivery: portfolio management; SDLC; Agile and Scrum; scope, schedule, budget, RAID, change control, UAT, cutover, release, change adoption, and executive reporting

PROFESSIONAL EXPERIENCE

Enterprise Project Manager | Nature Group

Road 94, Gulshan 2, Dhaka | Oct 2024 - Present

- Developed a 2-year IT roadmap supporting 700 users across 3 sites and 7 business units, with responsibility for an annual technology budget exceeding BDT 1 crore.
- Led ERP implementation workstreams across SAP, Odoo, and Microsoft Dynamics environments for 20+ modules, 300 users, and 7 business units, covering fit-gap analysis, migration, integrations, UAT, training, cutover, and rollout within 1 year.
- Architected and managed a hybrid on-premises and cloud environment supporting reliable access to enterprise applications for more than 700 internal users.
- Implemented cybersecurity, backup, and disaster-recovery controls and validated recovery procedures for critical systems through documented exercises.
- Managed more than 5 technology vendors, licensing, procurement, and SLAs while coordinating a cross-functional team of more than 30 IT and operational personnel and reducing technology-procurement administrative overhead by 50%.

Project Manager | The Citizen Trust for Research & Development

Road 20, Gulshan 1, Dhaka | Jul 2023 - Sep 2024

- Planned the operating model and implementation of a donation and distribution platform designed for national scale, with phased delivery across 5 districts.
- Oversaw 5 initiatives and district-level teams, improving program reach and operational efficiency by 30% through measurable workplans, accountable ownership, and delivery controls.

Project Manager | Teknoljia Limited

Kemal Ataturk, Banani, Dhaka | May 2022 - Jun 2023

- Coordinated solution planning, tendering, and technical delivery for multi-crore Dhaka North City Corporation smart traffic and revenue-management projects.
- Prepared tender submissions and implementation plan and coordinated technical delivery for government projects under the Trust Innovation & Information Technology Directorate of Bangladesh Army.

Associate Project Manager | Time Research & Innovation Ltd.

Sector-10, Uttara, Dhaka | Sep 2019 - Apr 2022

- Led product and software initiatives from research and requirements through roadmap, launch, and post-release improvement.
- Translated needs from more than 50 businesses into user stories, specifications, training materials, and implementation documentation.
- Coordinated business development, design, marketing, engineering, QA, operations, and support teams totaling more than 60 contributors, contributing to a 33% increase in adoption.
- Maintained project roadmaps, monitored adoption and user feedback, and converted findings into prioritized product improvements and delivery actions.
- Analyzed more than 30 markets to identify trends, customer needs, and opportunities for product and business development.
- Produced decision-ready analysis and project documentation and supported adoption of an Agile development process.

Projects

ERP Development: Directed a 20+ module program for 300 users across 7 business units covering finance, procurement, inventory, sales, CRM, manufacturing, POS, assets, fleet, and management reporting.

Agentic AI for Enterprise: Led development of a multichannel enterprise solution with voice and text agents, conversation workflows, SIP and telephony integration, knowledge retrieval, tool and API orchestration, session context, recordings, human handoff, evaluation, and CRM/ERP synchronization.

E-Commerce and Omnichannel Operations: Integrated storefront, catalogue, order management, customer service, WooCommerce, and ERP workflows for coordinated digital commerce operations.

Dhaka North City Corporation (DNCC): Led development of E Revenue (Holding Tax, Trade License, Hotel Tax, Market Salami, Wheel Tax) Management and Smart Traffic Law Violation Management Platform.

EDUCATION

M.Sc. in Information and Communication Engineering: Bangladesh University of Professionals, 2021 - 2022 | CGPA 3.48/4.00

B.Sc. in Information and Communication Engineering: Bangladesh University of Professionals, 2017 - 2020 | CGPA 3.49/4.00

Professional Training: AI Project Development and Management, Time Research & Innovation | Aug 2023 - Feb 2024

IELTS Academic: Overall Band 7.5 | Listening 7.5, Reading 8.5, Writing 7.0, Speaking 7.5 | Test date: 26 Nov 2023

PUBLICATIONS

- Ekram, A. B., **Hasan Shuvo**, M. N., Hossain, M. T., & Mamun, S. A. (2025). Interpretability of Heart Disease Detection Using a Robust Stacked Hybrid Model. 2025 International Conference on Quantum Photonics, Artificial Intelligence, and Networking (QPAIN), 1-6. DOI: 10.1109/QPAIN66474.2025.11172249 [DOI](#)
- Jahan, S., Alam, R., **Hasan Shuvo**, M. N., & Reza, S. M. S. (2021). PFSRD-CF: Purchase Frequency and Square Root Distance based Item-to-Item Collaborative Filtering for Removing Cold Start Problem. International Conference on Big Data, IoT and Machine Learning (BIM 2021), 38-47. [Proceedings](#)
- Jahan, S., Alam, R., & **Hasan Shuvo**, M. N. (2021). An Overview of the Latest Research Efforts in the Recommendation System Field. International Conference on Big Data, IoT and Machine Learning (BIM 2021), 73-81. [Proceedings](#)

RECOGNITION

Senate Award, Bangladesh University of Professionals (BUP) (2019) | Arduino Day Idea Challenge **Champion**, Bangladesh University of Professionals (BUP) (2019) | **Champion**, Robolution, Military Institute of Science and Technology (MIST) (2018)