

## **Abdullah Hill Hussain**

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Google Scholar: <https://scholar.google.com/citations?hl=en&user=uoIFic4AAAAJ>

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### Objective

Motivated and research-driven PhD candidate in Leadership, combining a distinguished academic record with over a decade of cross-sector professional experience spanning corporate, non-profit, and technology domains. Demonstrates a strong commitment to advancing ethical leadership, gender equity, and sustainable organizational development through data-informed decision-making and transformational practices. Passionate about integrating IT and strategic management principles to solve complex leadership challenges, foster inclusive cultures, and drive systemic impact across diverse industries. Seeking to contribute original research that bridges academic theory with real-world application to cultivate high-performing, socially responsible leadership in global contexts.

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### Education

Master of Science in Information Technology in Database Management and Analytics

Institution: Washington University of Science and Technology, VA, USA

CGPA: 4.00

Executive Masters in Business Administration in Marketing

Institution: Independent University, Bangladesh

Bachelor of Business Administration in Marketing

Institution: University of Liberal Arts, Bangladesh

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### Research Interests

Leadership dynamics across corporate and non-profit sectors

Leveraging IT and NGO partnerships for sustainable organizational development

Advancing gender equity and diversity in leadership positions

Exploring transformational leadership practices in developing economies

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### Professional Experience

EA Learn, Inc. | Quality Assurance Engineer (Full-Time) | Edison, NJ

12/23/2024 – Present

- **Develop Test Plans and Strategies:** Design comprehensive test plans, cases, and scenarios based on product requirements and technical documentation.
  - **Perform Manual and Automated Testing:** Execute tests to identify defects, verify functionalities, and ensure software reliability across platforms.
  - **Track and Report Bugs:** Use tools like JIRA or Bugzilla to document bugs, collaborate with developers for resolution, and conduct regression testing.
  - **Ensure Quality Standards and Process Improvement:** Enforce industry QA standards and suggest process improvements to enhance product quality and team efficiency.
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Non-Profit Leadership (3 years+)

Nirjhor Mohila Unnayan Shamity | NGO

Operation Manager | Vision: Creating a Women-Empowered World

- Spearheaded initiatives focusing on women's empowerment and sustainable development.
  - Managed cross-functional teams to design and implement impactful community programs.
  - Leveraged IT solutions to optimize program delivery and reporting.
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Corporate Leadership (8 Years+)

KR Industries Ltd.

National Manager | Focus: Driving Organizational Growth and Operational Excellence

- Led national operations, implementing strategies to enhance market presence and profitability.
- Managed and optimized cross-functional teams to streamline processes, improve efficiency, and deliver exceptional results.
- Spearheaded corporate initiatives focusing on innovation, employee engagement, and operational excellence to drive long-term business success.

Aftab Automobiles Limited (Navana Group)

Branch In Charge | Focus: Sales and Quality Service Management

- Led overall branch operations, including vehicle sales, after-sales service, and spare parts management.
- Ensured seamless coordination among departments to deliver a high-quality customer experience.
- Monitored KPIs for sales targets, service efficiency, and inventory accuracy to drive profitability and customer satisfaction.
- Implemented quality control measures and staff training to uphold brand standards and operational excellence.

Grameenphone Ltd. (Telenor Group)

Customer Manager | Focus: Customer Relationship Management

- Managed a portfolio of high-value clients, ensuring personalized service and timely resolution of queries.
  - Utilized CRM tools to analyze customer data and improve retention, satisfaction, and upselling opportunities.
  - Collaborated with cross-functional teams to develop targeted communication and loyalty campaigns.
  - Played a key role in enhancing customer experience by streamlining service processes and gathering feedback for continuous improvement.
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Publications

- ✓ Fraud detection: Develop skills in fraud detection, which is a critical area of business analytics in World Journal of Advanced Research and Reviews, 2023, 18(03), 1664-1672  
DOI: [10.30574/wjarr.2023.18.3.0969](https://doi.org/10.30574/wjarr.2023.18.3.0969)

- ✓ “Enhancing cyber security using quantum computing and Artificial Intelligence: A review” in World Journal of Advanced Research and Reviews, 2021, 10(03), 448-456  
DOI: [10.30574/wjarr.2021.10.3.0196](https://doi.org/10.30574/wjarr.2021.10.3.0196)
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#### Technical Skills

Programming Languages: Java, SQL

Tools & Frameworks: AI, Machine Learning Frameworks, Business Intelligence Tools

Databases: MySQL

Soft Skills: Leadership, Strategic Planning, Team Collaboration, Diversity Advocacy

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#### Languages

Fluent in English

Native in Bangla

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#### Awards & Recognition

Achieved a perfect CGPA of 4.00 in MSIT.

Recognized for outstanding leadership in non-profit initiatives.

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#### References

Available upon request.

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