

# Arif Hossain

community.mis.temple.edu/arifhossain

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA  
**Bachelor of Business Administration, Graduation: May 2016**  
MAJOR: Management Information Systems | MINOR: Economics  
GPA: 3.0, Major GPA: 3.7 | Dean's List: Spring 2014

## SELECTED COURSES:

Information Systems Organization, Enterprise IT Architecture, Data Analytics

## ACTIVITIES:

- Member, Association for Information Systems, 2015 – present
- Attended, “How to Supervise People” seminar & gave a department-wide presentation, March 2013
- Attended, “Project Management Fundamentals” seminar & gave a company-wide presentation, June 2014

## INFORMATION SYSTEMS PROJECTS:

- Identified SAP components, implemented mock components into SAP system to create order based on specifications
- Analyzed several database requirements to create ERD model based on specifications
- Used VMware to create virtual machines and installed Windows' Servers

## INFORMATION TECHNOLOGY SKILLS:

Analysis: Visio, Excel, SAS Enterprise Minor  
Database Management: Microsoft Access, SQL, ERD Plus  
Virtualization: VMware

EXPERIENCE: LANGUAGE SERVICES ASSOCIATES, INC., Horsham, PA July 2012 – Present

### **Remote Agent Program (RAP) Assistant Manager**

- Manage 150+ interpreters which entails creating weekly schedules, providing technical and system support via email, phone and/or WebEx, performing work evaluations and monitoring schedule adherence
- Hire and oversee 2 RAP assistant managers with daily and weekly tasks
- Participate in weekly strategic planning sessions; by developing plans to reach department goals & address issues
- Create, analyze, & report weekly Excel scorecards/metrics using the data collected from the 40,000+ calls to ensure proper resource levels
- Create & test ~15 new client accounts weekly to verify service quality while liaising between the RAP, sales & client services' to identify & resolve any reported issues
- Created a new rate structure rubric to accurately pair interpreters' skill to properly adjusted compensation levels
- Consulted, tested and implemented a new cloud-based remote interpreting platform called Interprecloud

## SKILLS & LANGUAGES:

- Microsoft Office Suite (Fluent)
- Bengali (Fluent) / Hindi (Basic)