

Applied For: **Virtual Assistant, Sylhet Office (All Types)**

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## **Abu Chowdhury Tahsin**

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### **Career Objective:**

I aim to achieve my goals and also work for achieving organizational goals. My aim is to utilize my technical expertise and communication Skills in a challenging environment.

### **Career Summary:**

Customer service focused IT Support Specialist with 2+ years career experience in help desk environments. Highly adept in systems analysis diagnostics and troubleshooting and conflict resolution. Exhibits excellent organizational and problem-solving skills. Works well in team environments and displays strong work ethic. Earlier finished Masters degree in Telecommunication Engineering from Middlesex University-London, Easily can be adopted in Multi culture environment.

### **Special Qualification:**

- IT Support and Help desk operation .
- End-user Training & Support
- Call Center operation
- Manage Exchange client configuration using Outlook 2010
- Team Building and Employee Engagement enhancement
- Excellent communication Skills

### **Employment History:**

**Total Year of Experience : 2.4 Year(s)**

#### **1. IT Support Specialist ( April 1, 2016 - Continuing)**

##### **Banglalink digital communication(Working Via 3rd party)**

Company Location : Tigers` Den, House#SW(H)04, Bir Uttam Mir Shawkat Sharak, Gulshan-1, Dhaka-1212, Bangladesh

Department: Information Technology

##### **Duties/Responsibilities:**

- \*IT Service Desk Functions of 20+ offices under Banglalink
- \*Manage & Monitor End user IT-Asset Life cycle Mgmt. functions (e.g. ordering, configuration, Inventory, reassigning, decommissioning)
- \*Responsible for diagnosing & resolving hardware, software & end users problems.
- \*Acting as the first point of contact for all IT & technical queries.

- \* Developing the infrastructure and systems to meet the companies needs.
- \*Working within a TCP/IP network environment, including DHCP, DNS and ethernet
- \*Involved in the rollout of software updates and patches.
- \*Investigate specialist and complex IT support issues.
- \*Communicating with third party technical specialists.
- \*Configuring and managing backup & restore procedures.
- \*Maintaining a wide range of computer hardware and software programmes.
- \*Identifying & reporting on the budgetary implications of IT projects and upgrades.
- \*Provide secondary support for LAN administration.
- \*Responsible for allocating work to junior staff and induction training for new staff.
- \*Deploying new hardware, server backups & evaluating new software & security risks.
- \*Working with recent Microsoft Windows client operating systems.
- \*Working with Windows & Microsoft Office up to Office 2010.

## 2. **Tech Support Executive ( April 15, 2015 - December 31, 2015)**

### **Voice Track Communiacion**

Company Location : House # 5 (Ground Floor), Road # 5, Nikunja-2, Dhaka-1229, Bangladesh  
Department: Information Technology

### **Duties/Responsibilities:**

Responsible for providing on-line technical service and support for customers in USA.  
Resolve any Technical/Communication related problem with customer and leading a team  
Research required information using available resources  
Maintaining a professional relation with Head office and customer.  
Resolving all level of IT related issue with quick problem solving attitude.  
I worked as a team member while implementing GSM Network in Middlesex University Under the leading of Dr Jonathan Loo.Last but not the least,I worked as a part time (Sat and Sun) retail Supervisor in Primark Ltd .While working in Primark I learned about Team management, Customer service, Cash management and other Part retail management

### **Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
Master of science	Telecommunication	Middlesex University-London	Second Class, Marks :55%	2012	1 year	Final dissertation based on Curving illegal use of VoiIP using wireshark
BSc(hons)	Electrical & Electronic Engineering	American International University Bangladesh	CGPA:2.5 out of 4	2009	4 year	Got A+ in final project and thesis
HSC	Science	Dhaka College	CGPA:3 out of 5	2003	2 Year	-

### **Training Summary:**

Training Title	Topic	Institute	Country	Location	Year	Duration
Cisco certified Networking Associate	Cisco router and switch configuration	CSL training	Bangladesh	Dhaka	2016	2.5 month

	and maintainance					
Implementing GSM Network	GSM Network implementation network design	Middlesex University- London	United Kingdom	London,United Kingdom	2012	6 Month

### **Career and Application Information:**

Looking For : Entry Level Job  
 Available For : Full Time  
 Present Salary : Tk. 25000  
 Expected Salary : Tk. 30,000  
 Preferred Job Category : IT/Telecommunication, HR/Org. Development  
 Preferred District : Anywhere in Bangladesh.  
 Preferred Organization Types : Telecommunication, IT Enabled Service, Engineering Firms

### **Specialization:**

Experienced in Telecommunication related software, Computer networking, All OS relates issue and system hierarchy, expert in Technical writing.

### **Extra Curricular Activities:**

I am passionate about travelling and visited many places including UK, Scotland, Ireland and India. I play acoustic guitar in my leisure time.

### **Language Proficiency:**

Language	Reading	Writing	Speaking
English	High	High	High
Bangla	High	High	High

### **Personal Details :**

Father's Name : Late Abu Mohammad Chowdhury Zia Uddin  
 Mother's Name : Sayma Chowdhury  
 Date of Birth : June 30, 1986  
 Gender : Male  
 Marital Status : Married  
 Nationality : Bangladeshi  
 Religion : Musilm  
 Permanent Address : 8/3, Block-C (Flat no-A2), Lalmatia, Dhaka, 1207  
 Current Location : Dhaka

### **Reference (s):**

	<b><u>Reference: 01</u></b>	<b><u>Reference: 02</u></b>
Name	: Pijush Chowdhury	Amzad Ali Sarkar
Organization	: Banglalink digital communication	American International University- Bangladesh

Designation	: Manager, Informatin & Technology	Assistant Professor
Address	Tigers` Den(2nd Floor), House#SW(H)04, Bir Uttam Mir Shawkat Sharak, Gulshan-1, Dhaka-1212, Bangladesh Department: Information Technology	American International University- Bangladesh (AIUB), House 58/B, Road 21, Kemal Ataturk Avenue Banani, Dhaka 1213, Bangladesh
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Relation	: Professional	Academic