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AJGAR HOSSAIN CHOWDHURY

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Career Objective:

To tender dedicated effort to get things done and to learn. To serve an esteemed organization with almost sincerity that offers challenges to accomplish missions to achieve goals and thus to create scope of propelling ahead with optimum precision

Career Summary:

Experienced and knowledgeable Information Technology Professional seeking to contribute acquired skills within a Tier One Technical Support. Work well independently, or in a group setting providing all facets of computer and network support such as troubleshooting, installations, and maintenance. In-depth knowledge and understanding of numerous software packages and operating systems. Skilled in providing network and End-User support. Easily identify and resolve technical issues and concerns.

Special Qualification:

CCNA training in BUP
Certificate course in NIIT.

Employment History:

Total Year of Experience : 8.1 Year(s)

1. **System Administrator (August 1, 2015 - Continuing)**

Burea Veritas

Company Location : DEPZ, Savar, Dhaka.

Department: System Administration & IT.

Duties/Responsibilities:

• Installing and configuring computer hardware operating systems and applications.

• Troubleshooting (Laptop/Desktop/Camera etc) diagnosing and solving software faults, replacing parts as required.

• Providing support, including procedural documentation and relevant reports.

• Setting up new users' accounts and profiles and dealing with password issues.

• Installation and troubleshoot of different network printer.

• Configuration and troubleshooting of LAN.

• Yearly backup of Report/ Invoice.

• Hardware failure issues (Pc, desktop, laptop, Server) etc.

• Configuration of BV LAB Citrix Client and troubleshoot.

• Configuration of lotus notes Client.

• Chittagong office Remote support for application.

• BV-Lab configuration (Ctg Lab).

• Lotus client configuration (Chittagong Lab)

• Comply and respect the requirements of the locations HSE policy, principles/requirements and HSE management system.

• Correctly use tools, equipment and required personal protective equipment as instructed in accordance to safe work practices.

2. IT Executive (September 21, 2013 - July 30, 2015)**Anwar Group of Industries**

Company Location : Motijheel

Department: IT Department

Duties/Responsibilities:

• Reviewing and supporting existing IT infrastructure including but not limited to Server administration, data backup/migration/recovery, computer systems upgradation, systems security protocols establishment, etc.

Installation, configuration, overseeing, and supporting Windows/Linux infrastructure

• Administration of operational activities related to the organizations internal networks, servers, network security systems, access control security systems, surveillance systems.

• Conceptualizing, designing, planning and implementation of data connectivity for Local Area Network (LAN)/Wide Area Network (WAN), Internet, Intranet connectivity for an integrated IT systems covering all units of the organization

Following up on day-to-day operations of computer networks including but not limited to hardware/software troubleshooting and assistance, user-end level personalized training, firewall administration, Internet security and virus protection mechanisms, etc.

• Identifying and monitoring recurring requirements for all computer/laptop users, and formulating and implementing desired solutions for them accordingly

Developing mechanisms for routine systems check-up at different user levels to ensure a robust IT systems management

• Overseeing all technical support and troubleshooting activities related to Network printers, LaserJet printers, photocopying machines, scanners, CCTV cameras, Access Control Devices, Multimedia Projectors, etc.

• Administering E-mail Servers for official and company-wide e-mail correspondences, and ensuring troubleshooting support for all types of Mail (SMTP, POP3) problems in Thunderbird, Outlook Express, Office Outlook (2003, 2007, 2010), etc.

• Setting up DNS Servers, Active Directory, DHCP Servers, Backup Server for data, FTP and File Sharing, etc.

• Providing coordinated support to the MIS team members in issues such as administration of computerized attendance systems, biometric software for workers information databases, etc.

3. IT officer (November 1, 2012 - September 20, 2013)

Viyellatex Group

Company Location : Khairtul, Gazipur, Tongi, Gazipur.

Department: IT Support Service (ISS)

Duties/Responsibilities:

- Bio-metric machine (Finger Print machine) installation and maintain the attendance.
- Troubleshoot personal computer (HP, Accer, Dell etc Brand and Clone PC) hardware and software problems individually.
- Helpdesk Ticketing System
- PC Servicing Status monthly Report
- Ensure Buyer presentation with WiFi , Projector etc.
- Hardware Inventory Laptop, Desktop, Printer, Photocopy machine etc.
- Maintain LAN and Internet connectivity products and their installation and configuration.
- Branch office visit and User support
- Buyer software Installation and website Access Troubleshooting.
- SMART Phone Mail configure and Troubleshooting.
- NOC Monitoring
- Wireless and CISCO Router Configuration.
- Network printer Configuration and Troubleshooting
- IT Asset Inventory and Daily maintains.
- User Training on Management Information System Software operators.

4. Installation & Support Engineer (November 4, 2010 - September 30, 2012)

Qubee Wimax

Company Location : Gulshan-2

Department: Installation Team

Duties/Responsibilities:

- Ticket updating and handling by Crystal database management
- Measurement Radio frequency Signal with respective CINR, RSSI, Download packet error, Download and Upload modulation scheme.
- Analysis Radio frequency Network Problems and Solution.
- Maintenance Office Network.
- Troubleshooting different types of Network and Internet related problems.
- Analysis Network Design, Problems and Solution.
- Deploy & maintain HUBS, SWITCHES and ROUTERS to the LAN and WAN.
- Monitoring of all operator network and problem solving
- Support Different Kind of Hardware and Software Solution

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
B Sc	Electronics and Telecommunication Engineering	University of Development Alternative	CGPA:3.2 out of 4	2010	4years	-
HSC	Science	Kabi Nazrul Govt. College	CGPA:3.3 out of 5	2004	2years	-
SSC	Science	Motijheel Model High School And College	CGPA:4.38 out of 5	2002	-	Primary Scholarship, Joinul Abedin Scholarship

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
CCNA		Bangladesh University of Professional	Bangladesh	Mirpur, Dhaka	2014	6 Months
Prospects of call center in bangladesh		University of Development Alternative	Bangladesh	Dhaka	2008	1 day

Professional Qualification:

Certification	Institute	Location	From	To
Certificate Course on IT	NIIT	Dhaka	March 3, 2005	September 7, 2005

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Present Salary : Tk. 45000
 Expected Salary : Tk. 23,000
 Preferred Job Category : Bank/Non-Bank Fin. Institution, IT/Telecommunication
 Preferred District : Anywhere in Bangladesh.
 Preferred Organization Types : Banks, Telecommunication, Software Company, IT Enabled Service, ISP, Computer Hardware/Network Companies, Multinational Companies, Public Relation Companies, Engineering Firms, Direct Selling/Marketing Service Company, Real Estate, Group of Companies

Specialization:

Fields of Specialization
<ul style="list-style-type: none"> • ICT • IT Support Service • IT System Management • Network Engineer/ Network Administrator • Network Engineering • Switches/ Routers • Windows 2000/ 2003 Server(s) • Windows Administration • Windows XP/ 2000/ ME/ 98 • WiFi/ Bluetooth

Language Proficiency:

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

Personal Details :

Father"s Name : Late Md. Amjad Hossain Chowdhury
Mother"s Name : Afsari Hossain
Date of Birth : January 1, 1987
Gender : Male
Marital Status : Unmarried
Nationality : Bangladeshi
Religion : Islam
Permanent Address : 52/1 Nazira Bazaar Lane (1st floor),Bangshal,Dhaka
Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Dr. Iffat Chowdhury	Md. Humaun kabir
Organization	: University of Development Alternative (UODA)	Anwar Group Of Industries
Designation	: Registrar	Manager, Group IT
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Relation	: Academic	Professional
