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AMIR HOSAIN

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Career Objective:

To secure a position with a well-established organization with a stable environment that will lead to a lasting relationship in the field of Information and Technology.

Special Qualification:

I have the ability to manage windows based environment. Configuring, troubleshooting, and maintaining Active Directory, DNS Server, DHCP server, web server, mail server, ftp server, in Windows platform, maintain LAN & internet connectivity.

Employment History:

Total Year of Experience : 5.3 Year(s)

1. Support Engineer (December 1, 2015 - Continuing)

Link3 Technologies Limited

Department: Technical

Duties/Responsibilities:

Resolve all Technical issues through diligent research, reproduction, and troubleshooting
Respond to customer inquiries - via email and telephone.

Troubleshoot network connection related problem over phone or with physical visit.

Own and drive the Customer Experience throughout the lifecycle of the Service Request to resolution.

Work directly with staff in quality assurance, engineering, sales, marketing, operations, and administration to resolve problems.

Document all technical inquiries; develop and review content for knowledgebase.

Travel to Customer sites to resolve customer link down/packet loss related issue, to site survey for radio Link and LAN/WLAN survey.

2. IT Executive (July 1, 2015 - November 30, 2015)

Staff India

Company Location : Shahjalal Upashahar, Sylhet

Department: IT

Duties/Responsibilities:

Active Directory, Hardware troubleshooting like assemble and disassemble desktop system unit and laptop, replacing hardware parts where needed, Network troubleshooting like configuring IP addressing, solving internet speed problems, Operating systems installing/repairing/managing, etc

3. Hardware Engineer (February 1, 2015 - June 30, 2015)

Biometrics.BD Limited

Company Location : Hosna Centre, Suite # 208 106, Gulshan Avenue Gulshan Model Town Dhaka-1212, Bangladesh

Department: Networking

Duties/Responsibilities:

Installing and configuring computer hardware operating systems and applications. Monitoring and maintaining computer systems and networks. Talking staff/clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues. Troubleshooting system and network problems and diagnosing and solving hardware/software faults.

Replacing parts as required. Providing support, including procedural documentation and relevant reports. Following diagrams and written instructions to repair a fault or set up a system. Supporting the roll-out of new applications. Responding within agreed time limits to call-outs. Working continuously on a task until completion (or referral to third parties, if appropriate). Prioritizing and managing many open cases at one time. Rapidly establishing a good working relationship with customers and other professional, e.g., software developers. Testing and evaluating new technology. Conducting electrical safety checks on computer equipment.

4. Assistant Teacher (July 5, 2010 - November 30, 2011)**Oxford Pre-Cadet High School**

Company Location : Tukur Bazar, Sylhet Sadar, Sylhet

Department: English

Duties/Responsibilities:

Teaching English 2nd paper of class six, seven and eight's students.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
MSS	Social Work	Shahjalal University of Science & Technology	CGPA:3.06 out of 4	2012	1 year	Medium of instructions: English
BSS(Honors)	Social Work	Shahjalal University of Science & Technology	CGPA:3.12 out of 4	2011	4 years	Medium of instructions: English
Diploma in Networking Technology	Hardware and Networking	IDB-BISEW IT SCHOLARSHIP PROJECT	First Division, Marks :80%	2014	1.6 Years	-
Alim	Humanities	Shahjalal Jamea Islamia Fazil Madrasah	CGPA:4.33 out of 5	2006	2 years	-
Dakhil	Humanities	Kazir Gaon Jalalia Dakhil Madrasah	CGPA:4.92 out of 5	2004	-	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Training on Computer Fundamental	Computer basic hardware, Ms Office, Excel, Power point, Access and internet.	Daffodil Institute of IT,	Bangladesh	Dhanmondi.	2013	3 months

Professional Qualification:

Certification	Institute	Location	From	To
Configuring Windows Server-2008 (Network Infrastructure)	Microsoft (Vendor)	IDB BISEW IT SCHOLARSHIP	December 9, 2014	December 9, 2014
70-640 (Windows Server 2008 Network Infrastructure Configuring)	Microsoft (Vendor)	IDB-BISEW IT SCHOLARSHIP	August 26, 2014	August 26, 2014
70-680 (Configuring Windows 7)	Microsoft (Vendor)	IDB-BISEW IT SCHOLARSHIP	May 20, 2014	May 20, 2014

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Present Salary : Tk. 30000
 Expected Salary : Tk. 18,000
 Preferred Job Category : Bank/Non-Bank Fin. Institution, IT/Telecommunication
 Preferred District : Anywhere in Bangladesh.
 Preferred Country : Ireland, Japan, Malaysia, Afghanistan, Australia, Austria, Bahrain, Canada, Kuwait, United Arab Emirates
 Preferred Organization Types : Banks, Insurance, Telecommunication, Manufacturing (FMCG), College, Govt./ Semi Govt./ Autonomous body, NGO, Development Agency, Multinational Companies, Manpower Recruitment

Specialization:

Fields of Specialization	Description
<ul style="list-style-type: none"> • LAN/ WAN • MS Word/ Excel/ PowerPoint/ OneNote • Windows Administration • Windows XP/ 2000/ ME/ 98 • Windows NT • Wireless • Linux • Linux-based Mail Server 	Configuring LAN/WAN, managing Active Directory environment (DHCP, DNS, FTP server etc.), troubleshooting hardware.

Language Proficiency:

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

Personal Details :

Father"s Name : Shofiqur Rahman
 Mother"s Name : Emdadun Nessa
 Date of Birth : February 20, 1990
 Gender : Male
 Marital Status : Single
 Nationality : Bangladeshi
 Religion : Islam
 Permanent Address : Vill-Kazir Gaon, P.O.-Sunatola, P.S.-Jalalabad, Sylhet.
 Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Md. Aminul Haque	Mr Shofiqur Rahman Chowdhury
Organization	: IDB-BISEW IT SCHOLARSHIP PROJECT	Shahjalal University of Science and Technology
Designation	: Faculty of IDB-BISEW	Assistant Professor
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Relation	: Academic	Academic
