HUMAYUN KABIR CHOWDHURY

Address: House No: 225/G, Flat No-5, Khilkhet,
Lack city Concord, Dhaka-1229, Bangladesh
Mobile No 1: +8801712820026
Mobile No 2: +8801671473371
E-mail: humayuncse11@gmail.com; humayuncse11@outlook.com

Career Objective:

Acting as technical lead to identify and implement solutions to problems affecting IT services. Providing 1st/ 2nd Line and some 3rd Line support over the telephone, remotely and face to face to clients & internal staff members.

Career Summary:

A successful IT Administrator with extensive analytical and software experience of investigating and diagnosing network problem and knowledge of IT operating systems, especially Windows and Exchange. Multi-talented with good all-round technical skills and the ability to develop and maintain close working relationships with other support and development teams. Having the personal drive required to deliver a service that exceeds the expectations of colleagues and end users through a positive, well organized and structured work ethic.

Looking for a career advancement opportunity with a company that will challenge my problem solving skills and allow me to develop my knowledge & potential.

Employment History:

Total Year of Experience: 10+ Year(s)

1. **System Engineer-IT, Coordinator in Bangladesh, Dhaka Branch Office**
   (March 1, 2015 – Continuing)

LARSEN & TOUBRO LIMITED
Company Location: Gulshan-1, Dhaka, Bangladesh
Department: IT

Duties/Responsibilities:

- Updating and monitoring IT user accounts.
- Maintaining up to date Antivirus levels on all machines company wide.
- Working on Active Directory accounts, configuration of Desktop & laptops.
- Managing and monitoring of backups in multiple locations through Data Backup Software.
- Providing maintenance support and break-fix solutions.
- Liaising & meeting with external suppliers of IT services.
- Troubleshooting technical problems and implementing solutions.
- Purchasing of IT Equipment and software in line within agreed budgets.
- Supporting a multi-site IT infrastructure of at least 350 employees.
- Responsible for the fast and accurate troubleshooting of reported faults.
- Administering & designing LANs, WANs Internet/Intranet, and voice networks.
- Communicating and negotiating with users, specialists, other staff and suppliers.
- Network connectivity troubleshooting, ping, tracert, telnet. Responsible for communication protocols, configuration, integration & security.
- Installation and maintenance of all systems within a client's digital environment.
- Maintaining maximum availability of supported services for users.
- Obtaining quotes for supply of goods and services from suppliers.
- Monitoring the progress of third-party maintenance contract suppliers.
- Ensure adequate antivirus protection & solutions are maintained and updated.
- Identify and recommending improvements for E-mail applications.
- Acting as the first point of contact for all IT & technical queries.
- Working within a TCP/IP network environment, including DHCP, DNS and Ethernet.
- Involved in the rollout of software updates and patches as per HO instruction.

- 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. In-depth knowledge of Microsoft Windows client operating systems, XP, Vista / Windows & Microsoft Office up to Office 0365.

2.	Sr. Executive (IT & MIS) (July 1, 2014 - February 28, 2015)
	Union Group Company Location: Gulshan-1, Dhaka, Bangladesh Department: IT
3.	Sr. Executive (IT & MIS) (January 1, 2012 - June 30, 2014)
	SIM GROUP (A 100 % Export Oriented Company) Company Location: DOHS, Baridhara, Dhaka-1206 Department: IT
4.	Admin, MIS & IT Officer (February 1, 2009 - December 20, 2011)
	BD FOODS Ltd. Company Location: Taher Tower, Gulshan-2, Dhaka. Department: Administration

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pass Year	Duration	Achievement
B.S.C in CSE	Computer Science & Engineering	Dhaka International University	CGPA:3.25 out of 4	2011	4 Years	1st Class
Diploma in-Engineering	Computer Science	Feni Polytechnic Institute	CGPA:3.29 out of 4	2007	4 Years	1st Class
HSC	Science	Noakhali Gov`t College	First Division, Marks: 67%	2002	2 Years	1st Class
SSC	Science	Noakhali Zilla School	First Division, Marks: 67%	2000	2 Years	1st Class

Training Title	Topics	Institute	Country	Year
Information security awareness training program	Connected World, * What is Information, * What is Information Security, * Why Information Security, * what to protect • * Domains Benefits, * Risks & Threats to Information, * End user responsibilities	L&T Power, Knowledge City.	India	2015
Email Usage Policy	Account activation / termination * Best practices * Email usage policy * General expectations from end users * Disclaimer * Failure to comply * Email broadcast/Announcement policy * Acceptable categories of broadcast mails References	L&T Power, Knowledge City.	India	2015
Internet Usage Policy	Defined section on Pre- authorized sites (white listed sites) * Eligibility changes: Defined internet access eligibility * Refined restriction: Refined restricted site section.	L&T Power, Knowledge City.	India	2015
File Transfer Server Usage Policy (FTP)	Objective, Scope, FTP server resource and account creation, FTP access policy, Failure to comply, Query / Support.	L&T Power, Knowledge City.	India	2015

Industrial Training	Networking and Client Support.	Flora Limited, Dhaka, Bangladesh	Bangladesh	2006

Professional Qualification:

Certification	Institute	Location	From	To
Microsoft® Certified Solutions Associate (MCSA): Windows Server 2012	New Horizons Computer Learning Center. Dhanmondi, Dhaka - 1205. Bangladesh	Dhaka	September 20, 2017	January 29, 2018
GFI Endpoint Security and Archiver Training Level	In House of L&T Power Knowledge city	Dhaka	February 18, 2017	March 3, 2017
ITIL@ Foundation Certificate In IT Service Management	New Horizons Computer Learning Center. Dhanmondi, Dhaka - 1205. Bangladesh	Dhaka	April 18, 2016	July 25, 2016
Mikrotik Router Board OS	New Horizons Computer Learning Center. Dhanmondi, Dhaka - 1205. Bangladesh	Dhaka	August 16, 2013	November 8, 2013
Hardware Networking Basic	New Horizons Computer Learning Center. Dhanmondi, Dhaka - 1205. Bangladesh	Dhaka	January 13, 2012	April 26, 2012
CCNA (Cisco Certified Network Associates)	New Horizons Computer Learning Center. Dhanmondi, Dhaka - 1205. Bangladesh	Dhaka	May 7, 2011	November 1, 2011
Diploma in Graphic Designing, Digital Marketing & Responsive Wed Designing.	CodersTrust Bangladesh House# 82, Road# 19/A, Block# E, Dhaka 1213	Dhaka	01 Year	Appeared

KEY SKILLS AND COMPETENCIES

- Highly organized and disciplined with a passion for Information Technology.
- A positive, high energy team player.
- Having a passion for providing excellent customer service.
- Good understanding of static routing, SQL databases and VMware.
- Have a good technical network background.
- Working knowledge of major networking components & hardware components.
- Knowledge of ITIL incident, problem & change management.

- Extensive knowledge of Microsoft based operating systems, including Windows Server 2016, and Windows Vista.
- Experience of problem resolution & quality assurance procedures.
- Able to communicate complex IT issues to suppliers and non-technical staff.
- Experience of web content management systems.
- Ability to explain technical issues clearly to non-technical colleagues.
- Ability to work well in a team environment. IT security experience including anti-virus / malware, encryption deployment.

Career and Application Information:

Looking For	Mid-Level Job
Available For	Full Time
Preferred Job Category	Garments/Textile, IT/Telecommunication
Preferred District	Anywhere in Bangladesh.
Preferred Organization Types	Computer Hardware/Network Companies, NGO, Multinational Companies, Garments, Buying House, Pharmaceuticals, Food (Packaged)/Beverage, Group of Companies

Extra-Curricular Activities:

- Exceptionally well organized with a record of accomplishment that demonstrates Self-motivation, Initiative and creativity to achieve.
- Both personal and corporate goals.
- Proven expertise in finding quick and effective solutions to any complex technical problems through any challenging environment and up-to-date on IT developments.
- Form an integral part of a 24-hour support rotation

Language Proficiency:

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

Personal Details:

Father's Name	Khair Ullah
Mother's Name	Jahanara Begum
Date of Birth	October 20, 1983
Gender	Male
Marital Status	Married
Nationality	Bangladeshi
National Id No.	7528703117276
Religion	Islam
Permanent Address	Village: Laxminarayanpur, Post Office: Maijdee Court, Police Station: Sadar, District: Noakhali. Bangladesh.
Current Location	Dhaka

Reference: 01 (Professional)
Name: Md. Saiful Islam
Designation: Assistant Manager (F&A)
Organization: Larsen & Toubro Limited
E-mail ID: saiful.islam@lntpower.com
Contact NO: +880 1917 009 265

Reference: 02 (Professional)
Name: Pinku Rajbongshi
Designation: IT Supervisor in Bangladesh
Organization: Larsen & Toubro Limited
E-mail ID: pinku.rajbongshi@lntpower.com
Contact NO: +971 956 0372 211

Thank You!

Date: ____/____/_____

Signature: _____
Humayun Kabir Chowdhury