

# **RESUME**

Name :Faridul Islam  
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## **SUMMARY**

Strategic leader with excellent interpersonal skills who takes pride in providing the support required to drive projects to successful completion. Subject matter expert with proven ability to learn new technologies quickly and thoroughly and pass on information in an effective, easily understood manner. Genuine interest in, and talent for, coaching and training. known as go-to person; flexible and committed to company success. Resourceful team player working with integrity and professionalism to earn respect, inspire cooperation and exceed expectations.

## **CAREER OBJECTIVE**

Seeking a position based as Information Technology, challenging and rewarding environment so as to develop my skills and help in organizational growth.

## **KEY SKILLS**

- Computing Environment Support
- Training Development & Delivery
- Project Leadership & Management
- Testing & Verification
- New & Emerging Technologies
- Network Connectivity Issues
- Clients Need Fulfilment
- System Integration/Migration
- Subject Matter Expertise
- On-Going Coaching & Mentoring
- Interpersonal Relationship Building
- Analysis & Problem Solving
- System & Network Update
- Disaster Recovery Planning
- Application Administration
- Business Process Optimization

Degree/ Certificate	Year	Institute/ University	Board	Department / Group	G.P.A
BSC in Engineering	2018	Prime University of Bangladesh	UGC	EEE	Running
Diploma in engineering	2014	Barisal Polytechnic Institute, Barisal.	BTEB	Electronics	3.21 (out of 4.00)
Dakhil	2010	Baghutia Alim Madrasah	Madrasah	Science	4.38 (out of 5.00)

## **TRAINING**

Successfully completed Training on It support technical .

**Institute Name** : BASIS Institute of Technology & Management (BITM)  
**Institute Address** : BDBL Bhaban (3<sup>rd</sup> floor), 12, Kawran Bazar, Dhaka-1215.  
**Duration** : 3 Month.  
**Course Time** : 10 December 2016 to 20 march 2017.  
**Institute Name** : Bangladesh Atomic Energy Commission.  
Institute of Electronics & Institute of Computer Science.  
**Institute Address** : Ganakbari, Savar, Dhaka, Bangladesh.  
**Duration** : 3 Month.  
**Course Time** : 21 August 2014 to 17 November.

**EXPERIENCE:**

**Company** - Global Brand Private Limited.

**Job Duration** -16 August 2015 to till Now.

**Posting Place** - Central Service Center.

**Designation** -Executive,Service & Support Department.

**Responsibilities handled –**

- Supervise to department related Engineer.
- Mange service related documents, Reporting to company Assistant General Manager.
- Planning for increase service, handle to service department.
- Communication to purchase channel for find out a better spare parts & insure quality.
- Planning for better service & best service quality.
- Prepare service report, & yearly department development report.
- Purchase spare parts & handle stock.
- Supervision, Manage, maintain department related all work.
- Provide Desktop/Laptop LAN connectivity and Maintenance of PC
- Install, configure, troubleshoot and Maintenance of all type of Projector & monitor.
- Recommending appropriate hardware to the corporate clients. Hardware and Software support to all branch offices, monitor & projector troubleshooting.
- Execution of environment with the application of Synopsis.
- Checking daily data backup, all interface, server hardware and logs.
- Enabled timely and flexible equipment modification by efficiently gathered information.
- Solved customer issues and provided instruction to users with regard to new products.
- Supervised technician teams and junior engineer, provided training and instruction whenever necessary.

**Company** - Bay Agro Industries Ltd.

**Job Duration** - 01 March 2015 to 31 July 2015

**Posting Place** - Konabari,Gazipur,Bangladesh

**Designation** - Maintenance Engineer.

**Responsibilities handled –**

- Maintenance Industrial machine any problem solve that. networking hardware and software applications to resolve operational issues and restore services.
- Analyzing information to determine plan layout including type of peripheral equipment modifications.
- Purchase spare parts & handle stock.
- Supervision, Manage, maintain department related all work.
- Mange service related documents. Reporting to company Admin Manager
- Necessary initiative for taking final purchase approval of hardware from management. Quality & quantity checking of hardware & software after procurement. Contact various vendors for hardware repair & maintenance purpose.
- Provide training to end users.

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**TECHNICAL BACKGROUND**

- Operating System Windows XP, 7, 8, 10, Ubuntu, Linux.
- Wide knowledge of Motherboard, HDD, RAM augmentation, Processors, Video cards.
- Able to troubleshoot analogue/digital circuits with digital voltmeter, analogue multi meter & components of monitor,projector & Printers.
- Good Knowledge of system configuration.
- Installation, management, Deployment, troubleshooting Networking.
- Can Handle networking equipment.
- Comfortable working with Linux.
- Good Knowledge of MS Access.
- MS Office, Adobe Photoshop, Adobe Illustrator.
- DNS, DHCP, WLAN, VPN.
- Norton, McAfee, Panda cloud security, KIS and other Antivirus software.

- Upgrading new technology.

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## INTERPERSONAL SKILLS

- Quick decision maker
- Risk management
- Learning Behaviour
- Time bound
- Accuracy in working
- Ability to solve problem efficiently
- Self motivated
- Initiator
- Adaptability as per working ambience

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## HOBBIES

- Playing Cricket,
- Football
- Travelling
- Reading books
- Internet surfing
- Learning new Technology

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## PERSONAL DETAILS

**Name** : Faridul Islam  
**Father's name** : Abdul Mannan  
**Mother's name** : Ful-Mala  
**Present address** : 71/1 A, Sukrabad, Sher-e- Bangla Nagar, Dhaka-1207.  
**Permanent address** : C/O- Abdul Mannan, 1860, Baghutia, Doulatpur, Manikgonj.  
**Language** : Bangla & English.  
**Mobile No** : +8801738-086098, +8801711-389949  
**Date of Birth** : 10 June 1995  
**Nationality** : Bangladeshi (By Birth)  
**Religion** : Islam (Sunni) by birth  
**Blood Group** : A(+)  
**Marital Status** : Unmarried

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## REFERENCE

Md. Mostak Ahmed  
Associate Professor  
&  
Head, Department of EEE.  
Prime University  
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Signature:



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