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G.M. SAIFUL ISLAM

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Career Objective:

Work in a dynamic and creative environment with a team of skilled and motivated professional, so I can gain valuable professional experience as well as exploit my potential to the fullest.

Employment History:

Total Year of Experience : 5.3 Year(s)

1. **Officer-IT (October 15, 2017 - Continuing)**

   Rahimafrooz Superstores Limited
   Company Location : 5 Mohakhali C/A, Paragon Building (5th Floor), Dhaka 1212, Bangladesh
   Department: Information Technology
   Duties/Responsibilities:
   1. Provide technical support to IT users on standard software and hardware.
   2. Ensure proper maintenance of POS/ PC, Weight Scale, Dot Matrix/ LAN Laser Jet Printer, Network (LAN & WAN), Router, Switch etc.
   3. Installation and configuration and troubleshooting of MS XP/ Win 7/ Win 10, MS Office, MS SQL Server, MS Outlook and POS etc.
   4. Detection, removal and prevention form all Virus threat for all client systems.
   5. Maintain Current and accurate inventory of hardware, software and other IT related resources.
   6. Monitoring data connectivity and internet services.
   7. Logging the complaint and issuing the complaint ticket number.
   8. Guiding the end user to resolve the problem from the known error database.
   9. Sourcing new vendors and ensure cost effective and efficient IT services and reduce dependency on the limited vendors.
   10. Work on ERP System and IT procurement .

2. **Local IT Resolver (October 10, 2013 - September 30, 2017)**

British American Tobacco Bangladesh (BATB)
Company Location : New D.O.H.S Road Mohakhali Dhaka 1206, P.O Box 6069
Bangladesh
Department: Information Technology
__Duties/Responsibilities:__
â¢ Installing and configuring computer hardware operating systems and applications,
â¢ Monitoring and maintaining computer systems and networks,
â¢ Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues,
â¢ Troubleshooting system and network problems and diagnosing and solving hardware or software faults,
â¢ Replacing parts as required,
â¢ Providing support, including procedural documentation and relevant reports,
â¢ Following diagrams and written instructions to repair a fault or set up a system,
â¢ Supporting the roll-out of new applications,
â¢ Setting up new users" accounts and profiles and dealing with password issues,
â¢ Responding within agreed time limits to call-outs,
â¢ Working continuously on a task until completion (or referral to third parties, if appropriate),
â¢ Prioritizing and managing many open cases at one time.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Bachelor of Science (B.Sc.)	EEE	World University of Bangladesh	CGPA:2.75 out of 4	2016	4
Diploma in Electrical Engineering	Electrical Machine, Electrical circuit	Khulna Polytechnic Institute	CGPA:2.88 out of 4	2011	4 Years
Secondary School Certificate (S.S.C Voc:)	General Electrical Works	Boyra Dak Bivagia Secondary School, Khulna	CGPA:4.45 out of 5	2007	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Programmable Logic Controller (PLC)		Bangladesh Industrial Technical Assistance Center (BITAC)	Bangladesh	Tejgaon Industrial Area Dhaka â 1208, Bangladesh.	2014	2 Weeks
Natural Spoken English		s@ifurâs Institutes	Bangladesh	Khulna Bangladesh	2011	3 Month

Professional Qualification:

Certification	Institute	Location	From	To
CCNA (Routing & Switching)	CSL	Dhanmondi, Dhaka	January 23, 2016	April 30, 2016

Career and Application Information:

Looking For	: Entry Level Job
Available For	: Full Time
Expected Salary	: Tk. 25,000
Preferred Job Category	: Engineer/Architect, IT/Telecommunication, Electrician/Electronics Technician
Preferred District	: Anywhere in Bangladesh.
Preferred Organization Types	: Telecommunication, IT Enabled Service, ISP, Embassies/Foreign Consulate, Engineering Firms, Tobacco, Satellite TV, Electric Wire/Cable, Technical Infrastructure, Power

Specialization:

Fields of Specialization
• Administrative/ Executive
• LAN/ WAN
• Power Generation
• Telecommunication
• Electrical/ Electronics

Language Proficiency:

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

Personal Details :

Father"s Name	: G.M. Shafiqul Islam
Mother"s Name	: Halima Khatun
Date of Birth	: September 21, 1992
Gender	: Male
Marital Status	: Married
Nationality	: Bangladeshi
Religion	: Islam
Permanent Address	: Boro Boyra, Palpara Road, House No: 60, G.P.O- 9000,, Khulna G.P.O, Khulna Sadar, Khulna 9000
Current Location	: Dhaka