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JIBAN AHMED SHUBHA

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Career Objective:

To make a position in the areas of IT & Digital Marketing in an organization where my professional skills and experience can be turned into improvement, growth and profitability. Vast experience in IT problems and solutions.

Career Summary:

#Company : Walton Group
(Sr IT OFFICER)
#Company : Maayas Secutronics Limited
(System Engineer)
#Company : Computer Source Ltd.
(Executive Engineer)

Special Qualification:

Facebook ads manager, Google AdWords, Google AdSense, Instagram Ads manager, Twitter Ad manager, YouTube ads, website Backlink Create, Social Media Content Create, Online Advertising

Employment History:

Total Year of Experience : 6.6 Year(s)

1. **Sr IT OFFICER (February 13, 2016 - Continuing)**

Walton Group
Company Location : Dhaka Corporate Office-Plot-1088 Sabrina Sobhan 5th Avenue, Bashundhara R/A, Dhaka-1229.
Department: IT
__Duties/Responsibilities:__
â¢ Installing and configuring computer hardware, software, systems, networks, printers and scanners.
â¢ Manage vendors to design, develop, implement, operate and administer computer and software, networks and information systems.
â¢ Organize CCTV, bio- metric system attendance systems.
â¢ Lead / support internal and external system development.
â¢ Sound knowledge on IT System Management.
â¢ Oracle EBS Front end Support, PO, PR Create, and Inventory Management Support.
â¢ Microsoft Exchange Server User Create & User Support.
â¢ ERP Report generate and Front end Software support of All User.
â¢ Point of sells (POS), Human resource Management System (HRMS), Oracle CRM Related Support.
â¢ Technical support of all punch machine in AMS Server/Microsoft SQL_DB/Windows Server2012.
â¢ Managing and identifying software, hardware, network and IT service requirement.
â¢ Monitoring the performance of Server, computer Systems and Network.
â¢ Maintenance of LAN, WAN and Internet connectivity between end user and access switch.
â¢ Installation and configuration of attendance device & turnstile/tripod device and its applications.
â¢ Supervise a Technical team to provide service and support to the head office and individual branches.
â¢ Attendance Management system support and monitoring to all Dhaka Office & All Walton Branches.
â¢ Maintain daily record of daily Attendance System, problems and remedial action taken, and installation activities.
â¢ Talking staff through a series of actions, either face to face or over the telephone to help set up systems or resolve issues;
â¢ Providing support, including procedural documentation and relevant reports;
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¢ Rapidly establishing a good working relationship with all employees.
â¢ Testing and evaluating new technology conducting electrical safety checks on computer equipment.

2. **System Engineer (October 5, 2014 - January 20, 2016)**

Maayas Secutronics Ltd
Company Location : 2nd Floor, 52 New Elephant Road, Dhaka-1205
Department: Solution & Support
Duties/Responsibilities:
· Maintaining the 20 PCs (Windows 7) connected with internet.
· Configuring, maintaining and troubleshooting the network infrastructure.
· Monitor the daily network performances, identifying any bottleneck that decreasing the overall network performance.
· Supervise a technical team to provide service and support to the corporate and individual clients.
· Maintaining and troubleshooting of various branded network accessories for in-house support.
· Resource sharing from all Computers and Printers for the customer and internal users.
· Providing solution of various types of hardware, Attendance and CCTV related problem to the clients over telephone.
· Install, Configuring, maintaining and troubleshooting the CCTV infrastructure.
· Install, Configuring, maintaining and troubleshooting the Access Control Device infrastructure.

3. **Business Manager(Executive Engineer) (May 15, 2012 - September 30, 2014)**

Computer Source Ltd.
Company Location : Dhanmondi,Dhaka
Department: (Corporate Sulution & Support)
Duties/Responsibilities:
· Upgrade systems, installation of new mother boards, installation of new operating systems
· Update new software/anti-virus Norton software, minor repairs on desktops and laptops, set up wireless routers, set up
printers and scanner machines.
· Supervise a Engineer team to provide service and support to the corporate and individual clients.
· Resource sharing from all Computers and Printers for the customer and internal users.
· Assembling, maintenance, troubleshooting and repairing of Dell Server (Power Edge 2900, Power Edge 2800, T300, R710),
hp Compaq & Fujitsu notebook, life book, laptops and Gaming desktops.
· Providing solution of various types of hardware, software and network related problem to the clients over telephone such as:
- Motherboard Circuit level Repairing (Desktop Board and Laptop).
· RAM Repairing (Apacer, Dynet, Cheval etc.)

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
BSC IN CSE	Computer Science & Engineering	Dhaka International University	Second Class, Marks :2.65%	2017	4 Year	Bsc Engineer
Diploma Engineer	Computer Engineering	Dhaka Polytecnic Institute	Second Division, Marks :2.97%	2014	4 Years	Diploma Engineer
SSC	Business Studies	Bakerganj J S U Highschool.	First Division, Marks :3.88%	2007	-	3.88

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Windows Server 2003	Active directory & Domain Configure	US Software Ltd	Bangladesh	West Panthapoth	2010	4 Months

Professional Qualification:

Certification	Institute	Location	From	To
ITIL @ IT Service Management	Walton Group	Inside Office	February 10, 2018	February 28, 2018
MS SQL Server 2012	Walton Group	Inside Office	October 5, 2017	December 30, 2017
HRMS Operation (Training on Self Service of HRMS Oracle Software)	Walton Group	Inside Office	July 2, 2016	July 6, 2016
Cisco Certified Network Associate(CCNA)	Computer Source Ltd	Inside Office	May 10, 2013	August 15, 2013

Career and Application Information:

Looking For : Top Level Job
Available For : Full Time
Expected Salary : Tk. 25,000
Preferred Job Category : General Management/Admin, IT/Telecommunication, HR/Org. Development
Preferred District : Barishal, Dhaka
Preferred Country : China, Germany, Italy, United Kingdom, United States, Australia, Bahrain, Canada, Central African Republic, France
Preferred Organization Types : Banks, Telecommunication, Advertising Ageny, IT Enabled Service, Computer Hardware/Network Companies, Multinational Companies, Embassies/Foreign Consulate, Buying House, Hospital, Airline, Call Center, Cement Industry

Specialization:

Fields of Specialization	Description
• Adobe Photoshop/ Illustrator • LAN/ WAN • Brand Communication • Client Service/ Marketing • Activation Management • Photograph • IT Support Service • IT Management • software support	Network Design, Configuration and Troubleshooting: ï· LAN, Wireless LAN and WAN Infrastructure in Windows ï· Router Configure & Mircotik Device Maintenance. Windows Server and Applications Management: ï· Infrastructure: Active Directory, Group Policy, DNS, DHCP ï· Administration, Implement and maintenance of complete Microsoft Network Environments ï· Operating System: All Operation System ï· Applications: All Office Applications. Linux Applications Management: ï· workstations Internet access and printing ï· Operating System: Ubuntu, Red hat, Fedora, Linux Mint, Cent OS. ï· Applications: Libra Office, Thunderbird Skill Set: Networking: TCP/IP, DHCP, DNS, Protocols, LAN, WAN Tools: Firewall, Norton Firewall, Ghost, ISO Norton Virus Protection Utilities, Microsoft Office Certification: A+ Application Software: ï· Access Management Suit, Circuit maker, Photoshop, Illustrator and so many utility software. Creative Skill:- Video Editing, Producing, Photography, Direction, Post Supervision, Modeling.

Extra Curricular Activities:

Organizational activities e.g. organizing programs, workshops etc. Communicating & meeting new people, managing and motivating people, leading teams. Learning new software like Studio Max, Paint etc I watch and participate in Cricket and football. I also have an interest on I watching moves, natok and listening music is one of my passions.

Language Proficiency:

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

Personal Details :

Father"s Name	: Ali Akbar Hawlader
Mother"s Name	: Nasima Begum
Date of Birth	: January 1, 1992
Gender	: Male
Marital Status	: Married
Nationality	: Bangladeshi
Religion	: MUSLIM
Permanent Address	: Rupatoli Housing, Barisal Sador, Barisal.
Current Location	: Dhaka

Reference (s):

Name	: Mohammad Mohsin
Organization	: North South University
Designation	: System Administrator
Address	: Bosundhara Baridhara,Dhaka
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Relation	: Professional