

Last Updated : **April 3, 2018**

KAZI EMRAN WAHID

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Career Objective:

To obtain suitable job in a reputed institute, this has the opportunity for my future professionalism as well as personal development and willing to accept responsibility beyond the job description.

Employment History:

Total Year of Experience : 7.4 Year(s)

1. **IT Executive (May 8, 2016 - Continuing)**

Bashundhara Group

Company Location : Bashundhara R/A, Baridhara, Dhaka, Bangladesh.

Department: Bashundhara Group IT

Duties/Responsibilities:

1st & 2nd Level Incident Operation Management

- o All kinds of 1st and 2nd level IT Support
- o Identify, escalate and follow up the 3rd level issues with different unit/vendors to ensure resolution.
- o Works with vendor support contacts to resolve technical issues within the desktop environment.

Service Experience Operations:

- o Create Knowledge based document.
- o Prepare, execute and follow up of action items from survey, FGD meetings, site visit.
- o Prepare service report as per defined frequency and also ad-hoc basis to reflect service performance, KPI, Major issues, Customer Insight etc.
- o Increase end user awareness on IT service (Technical Know-How) through e-mail; Upload and publish Knowledge management database to help end user getting online solution.
- o Conduct on job training on specific part to Junior employees

Release & Deployment Support:

- o Complete all tasks of assigned internal replacement projects and assigned activities for cross functional projects.
- o Works with other IT team members regarding new site builds and upgrades

Request Management and Asset Operations:

- o Maintains and consistently demonstrates a general knowledge of company guidelines, processes, practices and procedures
- o Return defective equipments to inventory, ensure accurate and documented asset transaction to avoid inventory discrepancy
- o Conduct physical verification of IT Assets as required

Support Administration:

- o Maintain delegate responsibilities of support tool administration
- o Email/User account administration, i.e., account creation and management and distribution lists on Exchange

2. Outsourced IT Support Officer (July 1, 2012 - April 30, 2016)**Banglalink**

Company Location : Gulshan, Dhaka, Bangladesh.

Department: IT

Duties/Responsibilities:

1. Provide daily support of workstations(desktop, Laptop), printers.
2. Coordinate with Vendor and Other support teams.
3. Provide IT support to the remote users.
4. Support various IT project.
5. Participation in IT Documentation.
6. Configure & install various network device like Wireless Router, Wireless Access Point, Security Camera, IP Phone, Access Controller.

3. IT Helpdesk Officer (July 1, 2011 - June 30, 2012)

Scholastica Group

Company Location : Baridhara, Dhaka, Bangladesh.

Department: IT

Duties/Responsibilities:

- 1.Set up new PCs as per the requirement .
- 2.Perform routine check-up-s for different IT issues.
- 3.Perform day to day troubleshooting against the complaints.
- 4.Identify recurring requirements for the PC users and provide necessary items in due time.
- 5.Provide CC Camera support.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Honours	Computer Science	East West University	-	2006	4
HSC	Science	Cantonment college Jessore		1999	2 years
SSC	Science	BAF Shaheen School & College Jessore		1995	2 years

Professional Qualification:

Certification	Institute	Location	From	To
Windows 7	New Horizon	Dhanmondi, Dhaka	January 1, 2013	March 31, 2013
Office 2010	New Horizon	Dhanmondi, Dhaka	January 1, 2013	March 31, 2013
A+ , Hardware Course	New Horizon	Dhanmondi, Dhaka	July 1, 2010	December 31, 2010
CCNA , Networking Course	New Horizon	Dhanmondi, Dhaka	July 1, 2010	December 31, 2010

Career and Application Information:

Looking For : Mid Level Job
Available For : Full Time
Expected Salary : Tk. 20,000
Preferred Job Category : IT/Telecommunication
Preferred District : Dhaka, Jashore, Khulna
Preferred Country : Malaysia, United States, Australia, Canada
Preferred Organization : Telecommunication, College, Software Company, IT Enabled Types
Types : Service, ISP, Computer Hardware/Network Companies

Specialization:

Fields of Specialization	Description
<ul style="list-style-type: none">• Switches/ Routers• WiFi/ Bluetooth• Wireless• Cisco• Linux• Windows Administration• Android• LAN/ WAN• Mac OS	<ol style="list-style-type: none">1. Working experience in Microsoft Domain environment2. Working experience under Network Topology (Lan, Wan, Wireless etc.)3. Skilled in configuring WIFI devices and troubleshooting related issues.4. Experience on various hardware troubleshooting5. Experience on working with Projectors, UPS (battery replace)6. Skilled in Windows, Mac and Linux OS7. Skilled in Office Suits (Word, Excel, PowerPoint, Outlook etc.)8. Experience on Google services (Gmail, Drive, Calendar etc.)9. Active Directory knowledge

Language Proficiency:

Language	Reading	Writing	Speaking
English	High	High	High
Bengali	High	High	High

Personal Details :

Father"s Name : Kazi Ansarul Islam
 Mother"s Name : Kazi Sabina Islam
 Date of Birth : January 15, 1981
 Gender : Male
 Marital Status : Married
 Nationality : Bangladeshi
 Religion : Islam
 Permanent Address : 171, Ghop Nowapara Road, Jessore, Bangladesh.
 Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Abu Taiyab	Md. Anisur Rahman
Organization	: Basundhara Group	East West University
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