Applied For: **IT Executive (BSc/ Dip in CSE)**

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MD.MONIRUZZAMAN

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Career Objective:

To develop my career in the related field where I will have the scope to utilize my excellent theoretical & practical knowledge and analytical skill and prove my capabilities that offers professional growth while being resourceful, innovative.

Career Summary:

I have 6.1 Years Experience in IT Sector. As a professional guy I am serving in an Palmal Group Of Industries on Sr. Officer IT from last Two years. Before that worked in an Fusion Net Limited & X-Link Limited (ISP) & TechCEM Engineering (Pvt.)Ltd. I Have completed B.Sc in Computer Science and Engineering(CSE) in Daffodil International University. I am interested to build up my carrier in IT or networking sector.

Special Qualification:

Highly qualified Networking Professional with Cisco Switch, Cisco Router, Mikrotik Router, Wireless Network, ERP System, Windows Server, CCTV cameras ,IP Camera, IP Phone Connectivity for IPTSP with Monitoring tools & identify.

Employment History:

Total Year of Experience : 6.2 Year(s)

1. **Senior Officer IT (February 22, 2015 - Continuing)**

   Palmal Group Of Industries
   Company Location : 9/kha, Confidence Center Shahazadpur, Gulshan, Dhaka-1212.
   Department: IT & MIS
   Duties/Responsibilities:
   -Maintenance network & hardware. Plan, manage and maintain a virus-free IT environment. Solve IT problem in a timely manner.

   - ERP System User support for ERP Garment's Modules & Managing Mail sever, File server, Windows server and other important servers.
   -Independent handling of all IT related work & Administrating and IT supports to user end for their Desktops, Laptops, Wireless router, Scanners, Printers and other IT assets as per company IT policy.
   - Overseeing all technical support and troubleshooting activities related to Network printers, LaserJet printers, photocopy machines, scanners, CCTV cameras, Access Control Devices, Multimedia

Projectors, etc.
-Upgrading new technology of computer and network system.
-Acquiring and providing information needed for management.
-Configure, tests and Maintain LAN/WAN equipment`s and related services.
-Identifies, diagnoses, and resolves Hardware &Network problems.
-Create Assist in preparation of proposals and solutions presentations and maintain comprehensive documentation for all implemented networks.
-Experience with Cisco and Mikrotik, Switch , Routers, Wireless access points.
- Overseeing all technical support and troubleshooting activities related to Network printers, LaserJet printers, photocopy machines, scanners, CCTV cameras, Access Control Devices, Multimedia Projectors, etc.
-provide technical support (onsite & remote) to the users in different office location & Troubleshooting OS, Outlook,PC,LAN,WAN.
-Solid Understanding of DNS,DHCP Web Mail etc Services.
- Ensuring troubleshooting support for all types of Mail (SMTP, POP3) problems in Thunderbird, Outlook Express, Office Outlook (2003, 2007, 2010),Live mail etc. - Provide IT supports to user end for their Desktops, Laptops, Wireless router, Scanners, Printers and other IT assets as per company IT policy.
-To provide Technical support to the users in resolving their day-to-day work problems.

2. **Sr. Executive,Technical Support (November 16, 2013 - February 19, 2015)**

Fusion Net Limited (Apnar Phone)
Company Location : 45, Navana Tower (16th Floor), Gulshan-1, Dhaka-1212.
Department: Network Support
Duties/Responsibilities:
-Experience is ISP environments with Cisco Switch, Cisco Router, Wireless Router & Access Point, MikroTik Router (Basic) and (Advence), IP Camera, Firewall Configuration and troubleshooting.
-Network Planning, Design and Installation for LAN/WAN with both wire and Wi-Fi with Mikrotik/ Wireless/ Radio/ Switch to the client end.
-Gigabit Network Designing.
-VLAN,VTP Domain, Client, Trunk, VPN Configure with MikroTik/Cisco.
Windows Server 2003 & 2008-Active Directory, DNS, FTP, Mail Server.
-Network Planning and Data connectivity establishment and Customer support for different network problem troubleshooting.
-Installing and configuring Call Center Solution with soft Dialer and (Grand stream, ATA, IP-PBX Cisco, Linksys etc) IP Telephony Devices with Firmware Update.
-Radio Link Connectivity Network Planning, establishing, configuring, monitoring & maintenance.
- IP Camera and Bullet (UBIQUITI Network) Air OS Configuration and troubleshooting.
-MRTG Monitoring and Configuration with Call Handle the client's technical/non-technical issue over phone & Physically Network Problem solution.

3. **System Support Engineer (August 1, 2012 - October 31, 2013)**

X-Link Limited
Company Location : H:52/1, Hasan Holdings (3rd Floor) New Eskaton Road, Banglamotor, Dhaka-1000.
Department: Network Support
Duties/Responsibilities:
-Talking clients through a series of actions either over the telephone or face to face to help set up systems Provide all kinds of technical support & Corporate clients.
-Experience is ISP environments with Cisco, Mikrotik, Wireless Router Configuration.
-Troubleshooting system and network problems and diagnosing and solving hardware/ software faults. Replacing parts as required.
- Radio Link Connectivity Performs installation configuration and maintenance of various networking devices like Planet, Linksys, D Link, TP-Link.
-Network Troubleshooting, Software Installing and Telnet Configuration & Optical Fiber Cable connection and Media Converter.
-Regularly monitor customer satisfaction, manage & monitor software project and Providing support, including procedural documentation and relevant reports.

-Provide IT supports to user end for their Desktops, Laptops, Cisco, Mikrotik, Wireless Router, Radio Link Connectivity Scanners , Fax, Printers and other IT assets.
-Candidate will be responsible for designing and developing new and existing client server based software.
-Internet Setup in Client Office & Client Network Monitoring, Report Generation.
-To provide Technical support to the users in resolving their day-to-day work problems..

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
BSc in Computer Scince & Engineering	Computer Science & Engineering	Daffodil International University	CGPA:3.03 out of 4	2013	4 years
Diploma In Engineering	Computer Science and Engineering	Rajshahi Polytechnic Institute	CGPA:3.27 out of 4	2009	4-Years
SSC	Computer Science	Technical School & College Chapai Nawabganj.	CGPA:3.68 out of 5	2005	10-Years

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Computer Hardwer & windows Server 2003		3Sons Systems Limited	Bangladesh	H-284/256,Malopara, Rajshahi	2008	6 Month
AUTO CAD (2D,3D)		TTC(Rajshahi)	Bangladesh	TTC, Rajshahi	2008	6 Month

Professional Qualification:

Certification	Institute	Location	From	To
CCNA	New Horizons	Momtaz Plaza,H-7,R-4,Dhanmondi,Dhaka-1205	January 24, 2012	May 25, 2012

Career and Application Information:

Looking For	:	Mid Level Job
Available For	:	Full Time
Present Salary	:	Tk. 28000
Expected Salary	:	Tk. 20,000
Preferred Job Category	:	Engineer/Architect, IT/Telecommunication
Preferred District	:	Anywhere in Bangladesh.
Preferred Country	:	Sweden, United Kingdom, United States, Australia, Canada, Switzerland
Preferred Organization Types	:	Banks, Software Company, IT Enabled Service, ISP, Computer Hardware/Network Companies, Govt./ Semi Govt./ Autonomous body, Multinational Companies, Embassies/Foreign Consulate, Consulting Firms, Security Service, Group of Companies, Call Center

Specialization:

Fields of Specialization
- Cisco   - CSS   - HTML/ DHTML   - PHP   - Adobe Photoshop/ Illustrator   - AutoCAD   - MySQL   - Oracle   - Linux   - Windows 2000/ 2003 Server(s)

Language Proficiency:

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

Personal Details :

Father's Name	:	Md. Motiur Rahman
Mother's Name	:	Mast. Nurnahar Begum
Date of Birth	:	December 30, 1988
Gender	:	Male
Marital Status	:	Unmarried
Nationality	:	Bangladeshi
Religion	:	Islam.
Permanent Address	:	C/O: Md. Motiur Rahman,(House/Holding No: 31, Word No: 13), Vill : Chorjot Protap (Gulbag Shibtala), P.O+P.S +Dist : Chapai Nawabganj.
Current Location	:	Dhaka

Reference (s):

	Reference: 01	**Reference: 02**
Name	: S M Taiyub Hossain (Sharif)	Mrinal Kanti Pezus
Organization	: Palmal Group Of Industries	Robi Axiata Limited
Designation	: AGM, (IT & MIS)	Manager- Central Operation (Central Network)
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