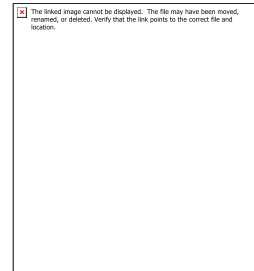


Applied For: **IT Executive (BSc/ Dip in CSE)**

Last Updated : **May 13, 2018**

## MD. FIROZ HOSSAIN

Address: Road#10, Lane#13, House#02, Block#C, Section#11, Thana# Pallabi, Mirpur, Dhaka-1216  
Home Phone: 01712248683  
Office Phone :01687499864  
Mobile : 01675485672  
email:firoz.hossain8703@gmail.com, firoz\_seu@yahoo.com



### **Career Objective:**

Looking forward for a challenging career in the field of Information & Communication Technology where I can implement my theoretical and practical knowledge in corporate world and wishes to perform and build up my career as an executive.

### **Career Summary:**

I have lot of experience in customer support from an well known organization. Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success. Proven ability to establish rapport with clients and exceed sales quotas. Reliable and driven, with strong time management and prioritization abilities.

### **Special Qualification:**

1. Extensive hard working and dedicated to responsibility.
2. Self motivated, capable of taking risk.
3. Strong desires for leading an honest life with dignity.
4. Faster learning attitude.
5. Strong negotiating ability
6. Teaching ability.

### **Employment History:**

**Total Year of Experience : 7.1 Year(s)**

#### **1. Sr. Executive, Support Service. ( June 1, 2012 - Continuing)**

##### **SSL WIRELESS**

Company Location : 93 B, New Eskaton Road Dhaka-1000  
Department: NOC & SOC

##### **Duties/Responsibilities:**

- Working as a supervisor/Team Leader.
- Managing 24/7 support center.
- Managing top-up service.
- Take care of sms related issue.
- Communicate with all Banks/companies.
- Manage push-pull and push sms.
- Network support.

- Customer support.
- Manage Utility Bills.
- Take care of E-commerce business.
- Mail communication.
- Communicate with customers over phone.
- Providing technical support to end-users of service and software over phone and e-mail
- PC Trouble-shooting.
- Providing support of network issues.
- Documenting and logging reported problems and issues.
- Monitoring server /service up time and identifying performance issues.
- Performing routine checking of systems and software.
- Ensuring that the network infrastructure is up and running.
- Ensuring that software systems are up and running.
- Support business critical data networks over phone and e-mail
- PC trouble shooting.
- Routers configure.
- Switch Configure.
- LAN setup.
- LAN configures.

## 2. **IT Officer ( January 1, 2012 - May 31, 2012)**

### **Dhaka Insurance**

Company Location : Amin Court (8th floor) 62-63, motijheel C/A,  
Department: IT

#### **Duties/Responsibilities:**

Software maintain.

Network support.

PC trouble shooting.

Maintain Integrated Insurance Management system :

Update insurance software module- Marine, Motor, Fire misc. etc. Data correction, branch control, Training to branch users, update accounts module, Payroll module, claim module, re-insurance module etc.

## 3. **Intern ( November 1, 2011 - December 31, 2011)**

### **Uttara Bank Limited**

Company Location : 47, Bir Uttom Shahid Ashfaq-us-samad Road  
Department: MIS department, ICT division

#### **Duties/Responsibilities:**

Network Monitoring, Hardware Configure, PC Troubleshooting.

### **Academic Qualification:**

| Exam Title  | Concentration/Major | Institute                      | Result             | Pas.Year | Duration     | Achievement          |
|---|---------------------|--------------------------------|--------------------|----------|--------------|----------------------|
| B.Sc in Electronics and Communication Engineering | Telecommunication   | Southeast University           | CGPA:2.53 out of 4 | 2011     | 4-years B.Sc | Academic Scholarship |
| HSC   | Science             | Ideal College Dhanmondi, Dhaka | CGPA:3.8 out of 5  | 2005     | 2-years      | -                    |
| SSC   | Science             | Mirpur Jannat Academy High     | CGPA:3.88 out of 5 | 2002     | 2-years      | -                    |

|  |  |                  |  |  |  |  |
|--|--|------------------|--|--|--|--|
|  |  | School,<br>Dhaka |  |  |  |  |
|--|--|------------------|--|--|--|--|

### **Training Summary:**

| Training Title                         | Topic  | Institute                     | Country    | Location         | Year | Duration   |
|--|--|-------------------------------|------------|------------------|------|------------|
| Customer relation & Service Excellence | Customer Relation  | DCCI                          | Bangladesh | Motijheel, Dhaka | 2018 | 2 days     |
| Web design & development               | HTML, CSS, Java scripts, Mysql, wordpress.                           | Aptech training institute     | Bangladesh | Kazipara, Dhaka. | 2017 | 6 months   |
| CCNA                                   | OSI Layer, Subnating, Routing, Switching, RIP, DHCP, STP, EIGRPetc.  | Linux Pathshala               | Bangladesh | Dhanmondi        | 2015 | 3 Months   |
| CCNA                                   | OSI Layer, Subnating, Router, Switch, RIP, DHCP, etc.                | Genunity system and services. | Bangladesh | Mirpur           | 2013 | 3 Months   |
| Solar Development                      | Solar Installing, Solar Implement, Solar Operation, Solar Management | Dhaka University, Dhaka       | Bangladesh | Dhaka University | 2011 | 2 Month(s) |

### **Career and Application Information:**

|                              |   |
|------------------------------|---|
| Looking For                  | : Top Level Job   |
| Available For                | : Full Time   |
| Present Salary               | : Tk. 43000   |
| Expected Salary              | : Tk. 35,000  |
| Preferred Job Category       | : Bank/Non-Bank Fin. Institution, IT/Telecommunication  |
| Preferred District           | : Anywhere in Bangladesh.   |
| Preferred Country            | : Germany, Hungary, Japan, Norway, United Kingdom, United States, Australia, Canada, Finland  |
| Preferred Organization Types | : Banks, Telecommunication, IT Enabled Service, ISP, Computer Hardware/Network Companies, Multinational Companies, Garments, Group of Companies, Garments Accessories, Mobile Accessories |

### **Specialization:**

| Fields of Specialization  | Description             |
|---|-------------------------|
| <ul style="list-style-type: none"> <li>• Adobe Photoshop/ Illustrator</li> <li>• C/ Turbo C</li> <li>• Cisco</li> <li>• Wireless</li> <li>• Customer Support/ Client Service</li> <li>• HTML/ DHTML</li> <li>• ICT</li> </ul> | Network managing, CCNA. |

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• IT Support Service</li> <li>• LAN/ WAN</li> <li>• Network Engineering</li> </ul> |  |
|---|--|

### **Extra Curricular Activities:**

1.Executive of Southeast University Computer Club (SEUCC) [July-2008 to June-2009]. 2. Runner UP of Inter University Cricket Tournament-2009 3. Champion of Inter School Cricket Tournament-2001 4. Runner Up of Inter University Carom Tournament-2010 5. Regular percipient of Bangladesh Shishu Academy, Dhaka.

### **Language Proficiency:**

| Language | Reading | Writing | Speaking |
|----------|---------|---------|----------|
| Bangla   | High    | High    | High     |
| English  | High    | High    | High     |
| Hindi    | Low     | Low     | High     |

### **Personal Details :**

Father's Name : MD. BAYEZID BUSTAME  
 Mother's Name : MRS. FORIDA PARVIN  
 Date of Birth : July 3, 1987  
 Gender : Male  
 Marital Status : Married  
 Nationality : Bangladeshi  
 Religion : Islam  
 Permanent Address : Road#10, Lane#13, House#02, Block#C, Section#11, Thana# Pallabi, Mirpur, Dhaka-1216  
 Current Location : Dhaka

### **Reference (s):**

|              | <b><u>Reference: 01</u></b>             | <b><u>Reference: 02</u></b> |
|--------------|---|-----------------------------|
| Name         | : Prof. Dr. R. I. Sharif                | Md. Asaduzzaman Khan        |
| Organization | : South East University                 | South East University       |
| Designation  | : Dean, School of Science & Engineering | Sr. Lecture                 |
| Address      | : Banani, Dhaka                         | Banani, Dhaka               |
| Phone (Off.) | : 8832990                               | 9882340                     |
| Phone (Res.) | : 9136029                               | N/A                         |
| Mobile       | : 01199805058                           | 01716094556                 |
| Email        | : risharif@hotmail.com                  | arzu1013@yahoo.com          |
| Relation     | : Academic                              | Academic                    |