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MD. MOMSHAD REZA

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Career Objective:

Customer Service

Career Summary:

Because of young, student of graduate, energetic and active, I want to be a perfect working hand of your organization according to my qualification. Due to build up your organization very much strong and also to build up my career I am ready to deliver my knowledge, creativity and so on.

Employment History:

Total Year of Experience : 8.9 Year(s)

1. **Customer Support Executive (August 1, 2011 - Continuing)**

BRAC NET Limited

Company Location : Corporate Office: H#26, R#28. B#K, Banani, Dhaka-1

Department: Radio & NW Support (Zone Incharge)

Duties/Responsibilities:

RESPONSIBILITIES:

Configuration of client`s equipment to connect to the Internet & intranet via Switch/Router. Configure by mikrotik & win box.FTP clients and Web Browsers. Configure MS outlook and Eldora with Follow up customer`s problem over phone. Work with web based ticketing software. Monitoring bandwidth of clients by the multi router traffic graph (MRTG). Provide support to fiber clients & radio clients. To identify the technical/service problems, solve the problem through technical team & give feedback to client. Maintaining of inbound & outbound calls related to technical support.

Administering & designing LANs, WANs internet. Analyzing & developing key components using methodology prescribed techniques, Communicating and negotiating with users, specialists, other staff and suppliers Network connectivity troubleshooting, ping, tracert, telnet. Responsible for communication protocols, configuration, integration & security. Investigating, diagnosing and resolve all network problems .Maintaining pre-packaged software applications on the LAN. Upgrading and repairing faults on CIS systems, networks & peripheral equipment.

Identifies, diagnoses, and Resolves level one problem for user of the main frame. personal computer Software and hardware and new computer technology. Provides one-on-one end user problem resolution over the phone for user approved personal computer pc (software).Delivers, tags, sets up an assists in the configuration of end-user pc desktop hardware software and peripherals.

Diagnoses and resolved end-user network or local printer problem, pc hardware problem and mainframe. Able to provide a full range of support and client relationship service ranging from first through to third line support and customer on site visits. Desktop (pc, laptops and peripherals) hand-on experience for both hardware and software.

Manageable Media Converter Configuration, Configuration on wireless router and access point, Structure cabling, and also maintain Network of bracNet. Client support of Fiber Switch and Patch Cord Panel. Extreme Optical Fiber Network designing, implementation & maintenance.

Now I am working in The Largest Financial Project Deepening MTBF and Strengthening Financial Accountability Project under Strengthening Public Expenditure Management Program (SPEMP) this project will be jointly worked

World Bank as a Support Engineer from the vendor bracNet I would appreciate the opportunity to discuss your needs and objectives with you. The accomplishment noted within the accompanying resume will illustrate the value and vision that I can bring to your team.

2. Support Executive (February 12, 2011 - July 30, 2011)

Next Online limited

Company Location : House 325(Ground Floor) Road 22 Mohakhali DOHS

Department: Customer Support Department

Duties/Responsibilities:

Work with web based ticketing software. Monitoring bandwidth of clients by the multi router traffic graph (MRTG). Provide support to fiber clients & home user. To identify the technical/service problems, solve the problem through technical team & give feedback to client. Maintaining of inbound & outbound calls related to technical support.

3. Customer Support (January 9, 2008 - December 28, 2008)**Eastern Link**

Company Location : Dhaka

Department: Customer Support Department

Duties/Responsibilities:

1. ISP customer support through phone by using company software
2. ISP home user and corporate problem code identify and verification and take necessary steps to solve
3. Problem solve
4. Telemarketing
5. Problem report making
6. Database making of the customers

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year
Diploma-in-Engineering	Computer	Ideal Institute of Science & Technology (IIST), Dhaka-1207	CGPA:2.67 out of 4	2008
SSC	Science	Noagaon Zilla School, Naogaon	CGPA:3.25 out of 5	2002

Career and Application Information:

Looking For : Mid Level Job
Available For : Full Time
Present Salary : Tk. 21300
Expected Salary : Tk. 20,000
Preferred Job Category : IT/Telecommunication, Customer Support/Call Centre
Preferred District : Anywhere in Bangladesh.
Preferred Country : New Zealand, United States, Australia, Canada, Denmark
Preferred Organization :
Types

Personal Details :

Father"s Name : Sayed Delwar Hossain
Mother"s Name : Nadira Banu
Date of Birth : October 25, 1985
Gender : Male
Marital Status : Married
Nationality : Bangladeshi
Religion : Muslim
Current Location : Noakhali
