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MD. SABBIR JAMAN SHATU

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Career Objective:

I have gathered more than 5 years of work experience in oil & gas and FMCG and held number of positions in IT, to avail a position of responsibility requiring full utilization of my skill set IT support systems management, IT infrastructure.

Career Summary:

I have more then 6 years experience in IT field at oil & gas & FMCG companies.

Special Qualification:

End users supportCustomer ServiceSystem AnalysisHelp Deskapplications supportPC & MS Office ProficientAnalytical & Diagnostic Skill

Employment History:

Total Year of Experience : 7.9 Year(s)

1. **Technical Support Specialist-IT (September 15, 2014 - Continuing)**

Chevron Bangladesh (contractual)

Company Location : Khondokar tower, 94 Gulshan Avenue, Gulshan-1, Dhaka-1212

Department: IT

Duties/Responsibilities:

Chevron Bangladesh (Through SPIE)

Helpdesk Support:

Provide IC& T helpdesk support in Dhaka Office and extend to field locations.

Install, maintain and troubleshoot Software, Operating System & printer.

Identify and resolve Local Area Network problems.

issuing ticket in remedy system for track call log & follow up. raise CRQ in remedy system for change management. Maintain help-desk call reports

Provide support for JDE Systems

Act as Smart Badge Agent for Bangladesh IT clients.

provide level1 support all application in BPC.

Client support on Microsoft Office Package and provide basic end-user training.

Off-premises IT support.

Hardware Installation and Maintenance:

Install and configure end user IT equipments and systems, including technical computing systems.

Hardware troubleshooting.

Maintain liaison with suppliers and vendors

IC&T Inventory Control & Documentation:

Maintain IT Hardware and Software inventory for BPC.

Maintain IT Hardware dispatch list

Process & expedite IC&T access request forms maintain disposal process & execute for all disposal item

Problem Escalation and Follow Up:

Escalate higher level problem resolution and follow up with next level system administrators and or other corporate help-desks. Project : 1. Gil 4(on going) upgrade OS system to end user machine. migrate users profile & all existing application to new environment 2. Office 354(completed) successful upgrade office 2010 to office 2016 for all end user machine. successfully tested all add in those are using in BPC. 3. CRM(completed) external stackholder application. successfully installations, configuration & trained the user of this application. 4. LDDS(completed) external stackholder application installation, configuration and trained to the users.

2. Software Support Engineer (January 1, 2011 - September 14, 2014)

Reckitt Benckiser Bangladesh LTD

Company Location : Dhaka

Department: Information Service

Duties/Responsibilities:

Responsible for diagnosing & resolving hardware, software & end users problems.

Acting as the first point of contact for all IT & technical queries.

Manage Distributor Management System (DMS).

Manage Database of the DMS,

Create & Manage Database for Distributor point.

Administrative support for company ticketing system.

Involved in the roll-out of software updates and patches for DMS Project.

Investigate specialist and complex IT support issues.

Communicating with third party technical specialists.

Configuring and managing backup & restore procedures.

Identifying & reporting on the budgetary implications of IT projects and upgrades.

Provide secondary support for LAN administration.

Responsible for training & develop to the Distributor operators .

Deploying new hardware, server backups & evaluating new software & security risks.

In-depth knowledge of Microsoft Windows client operating systems, XP, Windows 7 &

Microsoft Office up to Office 2010.

Have cross functional activities with sales & operation department.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Bachelor of Science (BSc)	Computer Science & Engineering	University of Information Technology & Science	-	2014	4 years

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Java SE6	Basic concept of Java	IBCS-PRiMAX Software (Bangladesh) Ltd.	Bangladesh	Dhaka	2013	6 Month
Daynamic Web Design with PHP & MySQL	Basic concept of web design using php,MySQL,WordPress,joomla,Dreamweaver	IBCS-PRiMAX Software (Bangladesh) Ltd.	Bangladesh	Dhaka	2013	6 Month
Zoom Support	Basic Networking,system & application roll out,Installation,Support,SQL	Reckitt Benckiser Bangladesh Ltd.	Bangladesh	Internal	2011	2 Month

Professional Qualification:

Certification	Institute	Location	From	To
Microsoft Certified Solutions Associate: windows server 2012	Microsoft learning center		November 23, 2015	November 23, 2015
Microsoft Certified Professional	Microsoft learning center		November 20, 2015	November 20, 2015

Career and Application Information:

Looking For	: Mid Level Job
Available For	: Full Time
Present Salary	: Tk. 62000
Expected Salary	: Tk. 75,000
Preferred Job Category	: IT/Telecommunication, Other Special Skilled Jobs
Preferred District	: Anywhere in Bangladesh.
Preferred Country	: Malaysia, Thailand, United States, Australia, Canada, Singapore, Switzerland, United Arab Emirates
Preferred Organization Types	: Telecommunication, Manufacturing (FMCG), Manufacturing (Light Engineering & Heavy Industry), Software Company, IT Enabled Service, ISP, Computer Hardware/Network Companies, Multinational Companies, Gas, Power, LPG Gas/Cylinder Gas, Fuel/Petroleum

Specialization:

Fields of Specialization
<ul style="list-style-type: none">• MS SQL Server• MS Word/ Excel/ PowerPoint/ OneNote• MySQL• Web Developer/ Web Designer

Language Proficiency:

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

Personal Details :

Father"s Name : MD. ASSADUZZAMAN
Mother"s Name : HASINA BEGUM
Date of Birth : January 3, 1988
Gender : Male
Marital Status : Married
Nationality : Bangladeshi
Religion : ISLAM
Permanent Address : VILL:SHAYAMNAGOR, POST:GHOSERKUTI, PS: RAJBARI SADAR,
DIST:RAJBARI
Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Md. Mosfiqul hsaan	A.F.A. Md. Basiruddin
Organization	: Reckitt benckiser bangladesh ltd	Chevron Bangladesh
Designation	: Sr. IS executive	System Administrator
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