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MD. SAIDUL ALAM SAMI.

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Career Objective:

Looking for a job in the Field of Information Technology where I can work in a challenging environment and gain experience in working as a part of the team.

Career Summary:

Throughout my career, I have got the opportunity to engage myself in IT service management, working with two multinational company and a leading bank . Where I have got the opportunity of getting Hands on experience in Active Directory & Group Policy Object administration, IT policies and procedures, security administration, monitoring, maintenance, development, upgrade, and support/troubleshooting of all Corporate IT systems, including PCs, operating systems, software etc.

Special Qualification:

Networking, IT infrastructure maintenance, IT service management, IT operations, IT strategy and planning.

Employment History:

Total Year of Experience : 3.8 Year(s)

1. System Engineer (April 2, 2017 - Continuing)

Brac Bank Ltd

Company Location : BRAC Bank Limited Anik Tower 220/B, Tejgaon Gulshan Link Road
Tejgaon, Dhaka 1208

Department: Technology Infrastructure and System Management

Duties/Responsibilities:

- Daily task: Fixing IT related issues from different region of the bank remotely.
- Maintaining banking application/software such as Finacle Treasury ,Connect Plus , Loan Application management ,mistersys ,XCRV ,Dchecker ,panini Scanner ,report generator Software.

Project Involvement:

BACH Project: (Dcheckhar- Scan Module & Report Module)

Deployed BACH Software successfully around 200 branches consist of 500 pc manually.
Troubleshooting BACH software related issues

Finacle Project(Core banking software):

- CBS Migration (Finacle)

successfully implemented the platform.(Java version, IE settings, Ensuring policy deployment from Server).

2. Technical Support Engineer (August 1, 2016 - January 31, 2017)

Augmedix Bd

Company Location : Augmedix Building , Panthapath, Dhaka

Department: Technical Team

Duties/Responsibilities:

Working with Asterisk based Tools such as Avaya, Cisco, Zendesk.

Data mining, prepare MIS report using MS suite.

Supervising technical issues pertaining to services rendered to OUS employees (Scribes and providers)

Demonstrating Appropriate troubleshooting by understanding the problems stated by the scribes.

Providing clear picture to the escalation team or account manager for further troubleshooting.

Assuring Qualities of the tickets based on internal metrics to identify error and compliance on services rendered.

Establishing external communication with the Provider and providers IT department to ensure maximum services uptime.

3. IT Support Engineer (April 1, 2014 - December 31, 2015)

Graphic People | Software people

Company Location : House-76/A Road-11 Bonani Dhaka

Department: IT

Duties/Responsibilities:

1. Maintaining a tool "BDIT" for ticketing system which is desktop application and also work as a website on intranet that allows users to send request to IT department. It includes the employee info, various troubleshooting guidelines for users, company info, tracking the users, network flow chart, tasks etc. This system automates the working process of IT department and thus their efficiency and performance improved a great deal. Also very handy for the users too.

2. Maintaining a tool "Inventory management system"An inventory management system that keeps track of all IT asset and non-asset. Includes asset allocation, store management, serves as a tool for budget, asset requirement etc. This system improves the working process of policymakers Finance & IT department and helps to create budget.

3. Monthly Security Analysis and maintaining network of active directory environment.

4. Network and Pc Troubleshoot

5. Manage and ensure authorized access and use, ensure proper use, ensure security.

6. support for solving incidents and structural problems in the technical infrastructure.

7. Provide management and other stakeholders with regular updates on IT production status, issues and delivery dates.

8. Install, configure and test new components of the infrastructure, including hardware, software and network.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
Bsc. in Computer Science and Software Engineering	Computer Science	American International University Bangladesh	CGPA:3.07 out of 4	2013	4 Years	Bachelor's Degree
HSC	Science	M.C. College Sylhet.	CGPA:3.9 out of 5	2008	2 Years	-
Secondary School certificate	Science	Govt. Pilot High School Sylhet.	CGPA:4.44 out of 5	2006	-	-

Professional Qualification:

Certification	Institute	Location	From	To
Cisco Certified Network Associate (CCNA)	American International University Bangladesh (AIUB)	Bonani,Dhaka	September 4, 2013	January 17, 2014

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Expected Salary : Tk. 35,000
 Preferred Job Category : IT/Telecommunication
 Preferred District : Anywhere in Bangladesh.
 Preferred Country : United Kingdom, United States
 Preferred Organization : IT Enabled Service
 Types

Specialization:

Fields of Specialization	Description
<ul style="list-style-type: none"> IT & Software Marketing IT Support Service IT System Management IT/ MIS Windows 2000/ 2003 Server(s) 	<p> • Proficiency in Computer Networking: IP Addressing, Subnetting, WAN, LAN, Wi-Fi setup, routing, switching. • Theoretical knowledge on different types of testing like: black box, white box, grey box, functional, regression, stress & load testing. • Knowledge on test case, test plan, bug types, STLC & SDLC. • Programming areas: C, C++, PHP, Java. • Video, audio, image editing (Audition, Premier, Photoshop, Illustrator, Flash). • Script writing & Designing. • Proactive, Optimistic, Goal Oriented, Honest and Energetic. </p>

Extra Curricular Activities:

• Played for AIUB CS Cricket team in Premier League cricket. • Performed in various cultural musical programs as a guitarist. • Played for Graphic People|Software Cricket team in Inter Software cricket tournament

Language Proficiency:

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

Personal Details :

Father's Name : MD. SAMSUL ALAM
 Mother's Name : AYESHA ALAM
 Date of Birth : July 13, 1990
 Gender : Male
 Marital Status : Unmarried
 Nationality : Bangladeshi
 Religion : ISLAM
 Permanent Address : Kazitula Sylhet
 Current Location : Dhaka

Reference (s):

Name : Martuza Ahmed
Organization : mPower Social Enterprises Ltd.
Designation : Manager, PPQA
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Relation : Relative
