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MD. SHIHADUZZAMAN

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Career Objective:

To my skills, experience and adaptability to become a system administration position and programming helping hand where I am constantly challenged. My greatest strength is my ability to walk into a new environment and be functional immediately.

Employment History:

Total Year of Experience : 6.0 Year(s)

1. **Sr. Executive (November 21, 2015 - Continuing)**

   Amin Mohammad Group
   Company Location : 752, Satmasjid Road, Dhanmondi C/A, Dhaka.
   Department: IT
   Duties/Responsibilities:
   1. Configure and maintain UNIX and Linux operating systems and system software, and provide hardware, backup and recovery, system monitoring, disaster recovery, security, audit, capacity, and tool support. Additional responsibilities include system availability and performance management, and capacity planning assistance.
   2. Installation, Configuration and Maintenance, Different types of ,Mail Server ,Database Server, File Server Proxy server
   3. Proficient in the day to day management of NAS storage devices
   4. Diagnoses and troubleshoots problems with the virtualization environment including Microsoft and Linux O/S.
   5. Document and design network subnets, firewall rules, and load balancing based on application requirements.
   6. Configuration and troubleshooting of Mikrotik routers.
   7. Communicate in a clear and effective manner, verbally and in writing.
   8. Installation & Trouble shooting Hardware and Network related problems including Windows, Anti virus, Out look Express, LAN and Printers etc
   9. To solve connectivity problems in the network infrastructure, including cabling and switches
   10. Maintenance and troubleshooting, installation and configuration of LAN/WAN equipment, email.
   11. Provide support to all users for networking, internet facility and smooth working of desktop, laptop, printer, scanning and e-mail, closed-circuit camera

2. **System Engineer (April 1, 2014 - November 15, 2015)**

Brac IT Services (bITS)
Company Location : Road # 5, House # 115, Block - B Niketan Society, Gulshan, Dhaka - 1212
Department: IAS
Duties/Responsibilities:
1. Engineering of SA-related solutions for project and operational needs.
2. Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
3. Develop and maintain installation and configuration procedures.
4. Contribute to and maintain system standards.
5. Research and recommend innovative, and where possible automated approaches for system administration tasks. Identify approaches that leverage our resources and provide economies of scale.
6. Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
7. Perform regular security monitoring to identify any possible intrusions.
8. Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
9. Perform regular file archival and purge as necessary.
10. Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.
11. Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.
12. Upgrade and configure system software that supports GIS infrastructure applications or Asset Management applications per project or operational needs.
13. Maintain operational, configuration, or other procedures.
14. Perform periodic performance reporting to support capacity planning.
15. Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
16. Maintain data center environmental and monitoring equipment.
17. Maintain Cloud lab for creating new cloud environment.
18. Implement virtualization when required.

3. **LTO (May 20, 2013 - March 31, 2014)**

BRAC university
Company Location : 66, mohakhali., dhaka
Department: IT
Duties/Responsibilities:
1. Provided business-clients with efficient support Ã¢â□¬â□□ Responded to phone calls, emails, and in-person requests.
2. Installed software, configured and tested customer PCÃ¢â□¬â□¢s, analyzed functionality of peripheral appendages.
3. Worked closely and effectively with vendors to replace/repair defective hardware and software.
4. Instructed and trained end-users regarding computer literacy.
5. Performed first-level core troubleshooting on software system problems and delivered accurate technical solutions.
6. Processed critical issues when additional assistance was required by referring user problems to senior analysts, specialists, supervisors, or other support groups.
7. Provided Tier 1 technical support; assisted users facing network problems. Performed advanced troubleshooting, diagnostics and provided tier/level-1 solutions to network failures.
8. Maintained accurate customer records in professionally written formats.
9. Performed server updates on a regular basis.
10. Performed troubleshooting, diagnosing, solving and replacing parts.
11. Repaired and upgraded old installed systems; configured new systems.
12. Documented the history of requests.
13. Continuously up-to-date regarding software.
14. Established solid work interactions with customers and employees alike.
15. Assembled information and customer feedback to clarify client requirements.

4. **IT officer (November 24, 2012 - May 19, 2013)**

alif village ltd
Company Location : asulia bazar, savar. dhaka.
Department: IT
Duties/Responsibilities:
1. Installing and configuring computer hardware, software, systems, networks, printers and scanners.
2. Planning and undertaking scheduled maintenance upgrades.
3. Talking to clients and computer users to determine the nature of problems.
4. Responding to breakdowns.
5. Investigating, diagnosing and solving computer software and hardware faults.
6. Repairing equipment and replacing parts.
7. Provided Tier1 technical support; assisted users facing network problems. Performed advanced troubleshooting, diagnostics and provided tier/level-1 solutions to network failures.
8. Supervising junior engineering and technical staff.
9. Agreeing timescales.
10. Obtaining replacement or specialist components, fixtures or fittings.
11. Checking computer equipment for electrical safety.
12. Maintaining records of software licenses
13. Managing stocks of equipment, consumables and other supplies.
14. Watching over the punch in machine.
15. Budgeting and presenting the necessity of any new equipment to get a better service for the IT clients.
16. Design identity card for the employees.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
MSc in Information technology	Information Technology	Jahangirnagar University	Appeared	2016	1 years
computer and communication engineering	Communication Engineering	International Islamic University, Chittagong	CGPA:3.38 out of 4	2012	4 years
HSC	science	BAF shaheen collage, chittagong	CGPA:3.9 out of 5	2006	2years
SSC	science	collagiate school chittagong	CGPA:4.06 out of 5	2004	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Effective Communication and interpersonal skills		Amin Mohammad Group	Bangladesh		2016	9 hours
Vmware and Vcloud	Bare metal Virtualization,	Hi tech park	Bangladesh		2016	72 Hours
Red Hat Openstack	Cloud computing, redundancies, cluster, load balancing, traffic management.	Red Hat inc	Bangladesh	Dhaka	2015	32 hours
CCNA	Introduction to Networking, IP networking basics, Subnetting, Routing Protocols, Configuring Cisco Devices, etc.	Premier University, Chittagong	Bangladesh		2012	4 Months
industrial training	Telephony systems, maintenance of the systems, working principles, satellite communication	BTCL	bangladesh	chittagong	2007	1 month

Professional Qualification:

Certification	Institute	Location	From	To
CCNA	Cisco Systems	Dhaka	August 6, 2016	August 6, 2016
RHCVA	Red Hat inc	bangladesh	June 2, 2015	July 13, 2015
Red Hat Certification of Expertise in Server Hardening	Red Hat Inc	Dhaka	February 20, 2015	February 23, 2015
RHCE	IBCS-primax	Dhaka	August 23, 2014	August 22, 2017
RHCSA	New Horaizons	Dhaka	February 9, 2014	June 21, 2014
MTCRE	Banglanet	Dhaka	December 6, 2013	December 7, 2013
MTCNA	Banglanet	Dhaka	November 24, 2013	November 24, 2016

Career and Application Information:

Looking For	: Mid Level Job
Available For	: Full Time
Expected Salary	: Tk. 10,000
Preferred Job Category	: IT/Telecommunication
Preferred District	: Anywhere in Bangladesh.
Preferred Country	: Italy, Malaysia, South Africa, Sweden, Thailand, United Kingdom, United States, Australia, Canada, United Arab Emirates
Preferred Organization Types	: Software Company, IT Enabled Service, ISP, Computer Hardware/Network Companies, Multinational Companies, Security Service, Electronic Equipment/Home Appliances

Specialization:

Fields of Specialization
• CSS
• HTML/ DHTML
• PHP
• MySQL
• Linux
• Linux-based Mail Server
• Joomla
• Unix
• PostgreSQL
• Switches/ Routers

Language Proficiency:

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

Personal Details :

Father"s Name	: MD. mosharraf hossain
Mother"s Name	: Mrs. samsi ara akhter
Date of Birth	: April 7, 1989
Gender	: Male
Marital Status	: Single
Nationality	: Bangladeshi
Religion	: muslim (sunni)
Current Location	: Dhaka

Reference (s):

	Reference: 01	Reference: 02
Name	: A. B. M. Ahasan Ullah	Major Muhammad Rasheduzzaman Bangladesh Army
Organization	: LankaBangla Finance Limited	
Designation	: Assistant Manager - IT	Major
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Relation	: Academic	Relative