

Last Updated : **January 21, 2019**

## **MAHMODUR RAHMAN**

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, Dhaka,, Shibpur, Narsingdi  
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### **Career Objective:**

Seeking the position to utilize my skills and abilities in the Computer and Information Technology industry that offers professional growth while being resourceful, innovative and flexible.

### **Career Summary:**

An innovative thinker, initiative taker and multi dimensional professional with exceptional logical and analytical.  
Experience in designing, developing, implementing and testing computer-based hardware and software.  
Expert in dealing with components that are found inside computer equipment, as well as the actual devices that contain the computers and the software that runs on those machines.

### **Employment History:**

**Total Year of Experience : 2.5 Year(s)**

#### **1. Executive - SMS (Subscriber Management System) ( August 12, 2017 - Continuing)**

##### **Bengal Communications Ltd.**

Company Location : Plot 29, Kushal Center (8th Floor), Sector 3, Uttara Model Town  
Department: Operation

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

- Day to Day operational Services for SMS
- Ensure activity for the week is clearly planned and prioritized and track that all activities are delivered to schedule
- On a daily, weekly and periodic basis, perform relevant checks to ensure the integrity of the database.
- Ensure all data input is of appropriate quality and complies with all relevant guidelines
- Produce basic reports to help improve SMS performance
- Ensure proper running in SMS modules
- Report generation & billing related issues
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- Service support for various CAS, STB, CRM, etc.
- Experience of working with ERP and Linux system

#### **2. NOC Executive ( October 1, 2016 - August 11, 2017)**

**ALVERON COMMUNICATION**

Company Location : House no.20,Road no.1,Sec 09,Uttora .Dhaka 1208.

Department: Network Operation Center

**Duties/Responsibilities:**

- Monitoring network using different NMS and performance monitoring tools
- Trouble ticket management
- Providing level 1 logical support and coordination with operational stakeholders to rectify operational issues
- Effective Communication with clients and stake holders over phone/email/meetings
- Reporting within deadline with analysis and accuracy
- Maintain and update related database and topological diagram
- Trouble-shooting customers and vendors real-time issue.
- Willing to work on shifts and weekends.
- Monitor overall performance and assure quality of service
- Network performance monitoring, tuning and reporting.
- Ability to work under pressure

**3. Technical Executive ( June 28, 2016 - September 29, 2016)****Radiant Ip Tv**

Company Location : Mirpur DOHS.

Department: Technical department

**Duties/Responsibilities:**

- Providing IT support and solving technical problems in both network, hardware and inventory software.
- Computer skills: excellent and proven computer skills - particularly MS Office, Excel, Confirmed capacity to work independently, Willingness of self-education in IT/ ICT-related fields.
- Maintain proper documentation, database, weekly reports, ticketing services report generation & escalation.
- Sales & Customer Support.

**Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
BSc	Computer Science & Engineering	The Peoples University of Bangladesh	CGPA:3.28 out of 4	2016	4
HSC	Science	Haji Abed Ali College	CGPA:4.1 out of 5	2011	-
SSC	Science	Gulesta Hafiz Memorial Institute	CGPA:3.75 out of 5	2009	-

**Professional Qualification:**

Certification	Institute	Location	From	To
Introduction to IoT	American International University-Bangladesh (AIUB)	Dhaka,Bangladesh	December 1, 2017	February 1, 2018
CCNA-Routing & Switching Certification	American International University-Bangladesh (AIUB)	Dhaka,Bangladesh	August 1, 2017	April 1, 2018

**Career and Application Information:**

Looking For : Mid Level Job  
Available For : Full Time  
Present Salary : Tk. 20500  
Expected Salary : Tk. 15,000  
Preferred Job Category : IT/Telecommunication  
Preferred District : Anywhere in Bangladesh.  
Preferred Organization :  
Types

### **Language Proficiency:**

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

### **Personal Details :**

Father"s Name : Md. Motiur Rahman  
Mother"s Name : Rosunera  
Date of Birth : October 27, 1994  
Gender : Male  
Marital Status : Married  
Nationality : Bangladeshi, Bangladeshi  
Religion : Islam  
Permanent Address : Vill : Shibpur Kandapara,P.o: Putia Bari, P.s: Shibpur, Dist: ,Dhaka,,  
Shibpur, Narsingdi  
Current Location : Narsingdi

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

	<b><u>Reference: 01</u></b>	<b><u>Reference: 02</u></b>
Name	: Md.Abul Fazol Mir	Md. Masud Reza
Organization	: DC Office	The People"s University of Bangladesh
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Relation	: Family Friend	Academic

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