

Last Updated : **December 11, 2018**

MD.MASUDUL MAMUN

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Career Objective:

An objective to build up my career and also develop my skills in any related area where my strength can play a significant role.

Special Qualification:

A+ Certification,

Employment History:

Total Year of Experience : 6.1 Year(s)

1. Senior Executive (April 29, 2018 - Continuing)

KDS GROUP

Company Location : Choto Kumira, Sitakunda, Chittagong
Department: Automation & System

Duties/Responsibilities:

- Provide IT supports to user end for their Desktops, Laptops, Wireless Router, Scanners, Printers and other IT items.
- Setting up new users` accounts & profiles & dealing with password issues, user accounts, permissions, email, and anti-virus, anti-spam.
- Handle the Client`s Technical issue over phone & Report writing skills.
- Installation and Maintenance for all IT hardware & Software.
- Receive, respond and solve incoming calls and/or emails regarding network (router/switch like mikrotik/netgear) related problems.
- Install, diagnose, repair, maintain and upgrade all PC hardware and OS related issues to ensure optimal workstation performance.
- Fingerprint time attendance management system setup & control.
- Access control Device system setup & control.
- Enterprise resource planning (ERP) system management Software & Driver Installation for Desktops and Laptops.
- Good knowledge to work in ERP environment.
- Should have enough experience in Proximity attendance & Payroll Software.
- Maintenance of IT inventory for both hardware and software and maintaining proper documentation.
- Solve problem relating to hardware, software, LAN and printing.
- Network setup and Bandwidth management system & control by mikrotik.
- LAN Networking, Router configuration & setup.
- Computer File Sharing & Printer Sharing.
- Network Printer Configure, Setup & Control.
- IP Camera, DVR, NVR Configure, Setup, Control & Maintenance.
- Computer Assembling & Trouble shooting.
- Hardware Troubleshooting etc.

2. EXECUTIVE (April 26, 2016 - April 26, 2018)

KDS GROUP

Company Location : Choto Kumira, Chittagong, Bangladesh

Department: AUTOMATION & SYSTEMS (IT)

Duties/Responsibilities:

- Provide IT supports to user end for their Desktops, Laptops, Wireless Router, Scanners, Printers and other IT items.
- Setting up new users` accounts & profiles & dealing with password issues, user accounts, permissions, email, and anti-virus, anti-spam.
- Handle the Client`s Technical issue over phone & Report writing skills.
- Installation and Maintenance for all IT hardware & Software.
- Receive, respond and solve incoming calls and/or emails regarding network (router/switch like mikrotik/netgear) related problems.
- Install, diagnose, repair, maintain and upgrade all PC hardware and OS related issues to ensure optimal workstation performance.
- Fingerprint time attendance management system setup & control.
- Access control Device system setup & control.
- Enterprise resource planning (ERP) system management Software & Driver Installation for Desktops and Laptops.
- Network setup and Bandwidth management system & control by mikrotik.
- LAN Networking, Router configuration & setup.
- Computer File Sharing & Printer Sharing.
- Network Printer Configure, Setup & Control.
- IP Camera, DVR, NVR Configure, Setup, Control & Maintenance.
- Computer Assembling & Trouble shooting.
- Hardware Troubleshooting etc.

3. Executive Assistant Sales & Support Engineer (September 1, 2012 - August 5, 2013)

Netigen Bangladesh Ltd.

Company Location : BDBL Bhaban,Level 9,Kawranbazar,Dhaka

Department: Hardware & Software

Duties/Responsibilities:

- Setup and Maintenance of office IT system comprising Laptop, Desktop, Servers, Networking, e-mail and office applications.
- Configure & manage all kinds of Networking Devices like Routers Manageable Switches, Wireless Devices etc.
- Monitoring networks to ensure security and availability to specific users.
- Install and support WANs, network segments, Internet, and intranet systems.
- Troubleshooting of All kinds of Computer Hardware.
- Setup and manage Operating Systems, Network software and related software as of Users requirement.
- Software & Driver Installation for Desktops Laptops and Servers.
- LAN Networking, Computer & Printer Sharing.
- Computer Assembling & Troubleshooting.
- Printer Sharing, Hardware Troubleshooting etc.

4. System Engineer (June 4, 2008 - October 31, 2010)

Computer Zone

Company Location : 3/21, Eastern Yeakub Plaza, Race Course, Comilla

Department: Servicing and Networking

Duties/Responsibilities:

- Computer Assembling & Troubleshooting.
- Software & Driver Installation for Desktops and Laptops.
- DVR Setup & Maintenance for CCTV.
- LAN Networking, Computer Sharing.
- Providing Technical Support to Corporate Level.
- Printer Sharing, Hardware Troubleshooting etc.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
B.Sc In CSE	Computer Science & Engineering	Daffodil International University	CGPA:2.87 out of 4	2016	4	Bachelor Degree
Diploma in Engineering	Computer Technology	Comilla Polytechnic Institute	CGPA:3.03 out of 4	2011	4	Diploma Degree
SSC	Science	Police Lines High School	CGPA:3.25 out of 5	2006	-	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Windows Server 2008	Windows Based Networking	Optimal IT Solution	Bangladesh	5/16 (1st Floor). Humayun Road, Mohammadpur, Dhaka	2010	3 Months

Professional Qualification:

Certification	Institute	Location	From	To
A+ Certification	New Horizons Computer Learning Centers	Dhaka Dhanmondi Momtaz Plaza(3rd Floor)	June 9, 2009	September 8, 2009

Career and Application Information:

Looking For : Mid Level Job
Available For : Full Time
Expected Salary : Tk. 15,000
Preferred Job Category : Engineer/Architect, IT/Telecommunication
Preferred District : Anywhere in Bangladesh.
Preferred Country : Germany, United Kingdom, United States, Australia, Canada, France, Spain
Preferred Organization : Telecommunication, Software Company, IT Enabled Service, ISP, Computer Hardware/Network Companies, Engineering Firms, Research Organization
Types

Language Proficiency:

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

Personal Details :

Father"s Name : Md.Homayun Kabir
Mother"s Name : Koulsum Akter
Date of Birth : January 1, 1990
Gender : Male
Marital Status : Unmarried
Nationality : Bangladeshi
Religion : Islam
Permanent Address : Vill: Bolighar (Boro Bare), Post: Pak Bolighar 3543 , P.S: , Dis: Comilla,
Bangra, Muradnagar, Cumilla 3543
Current Location : Chattogram

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Tanveer Qureshee	Nazmun nessa Moon
Organization	: New Horizons Computer Learning Centers	Daffodil International University
Designation	: PHP Instructor	Assistant Professor
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Relation	: Professional	Academic
