

Applied For: **IT Executive (Sylhet)**

Last Updated : **July 27, 2018**

## MD TAJBIDUL ISLAM

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### **Career Objective:**

Seeking a position to utilize my skills and relevant knowledge in the Information Technology Industry that offers professional growth while being resourceful, innovative, flexible as well as good scope for learning and implementing new technologies

### **Career Summary:**

>'Best Support in improving connecting" Award 2016 from Sales Function at Nestle Bangladesh Ltd.  
>Results-driven professional offering a progressive, seven-year career in information technology.  
>Repeated success directing IT projects from inception to execution, strategically allocating resources and delegating tasks to achieve on-time, on-budget delivery.  
>Expertly manage technical support operations, diligently troubleshooting issues to identify root causes and prevent recurrence.

### **Special Qualification:**

Testing & Troubleshooting | Project Management | System Administration  
Vendor Relations | Strategic Planning | Resource Allocation | Effective Communication  
Team Leadership | Business Continuity | Data Backup & Recovery

### **Employment History:**

**Total Year of Experience : 5.6 Year(s)**

#### **1. Executive ( December 19, 2017 - Continuing)**

##### **IPDC Finance Ltd**

Company Location : 106, Hosna Center (4th Floor), Gulshan Avenue, Dhaka - 1212  
Department: Information Technology

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

- Configure laptop for new and existing user.
- Managing Active Directory, configuring desktops, installing printers for users.
- Troubleshooting OS and other software related issue.
- Scanner and Printer support
- Users network configuration and support
- End user IT support regarding any IT related issue with current response
- Manage and Maintain Access Control System with Time Attendance Management System.
- Day to day IT operation support with IT documents management like: New user creation form,

Gate pass etc.

- Conducting electrical safety checks on computer equipment.
- Responsible for vendor bill payment, product warranty support etc.
- Manage Toner
- Manage and maintain IT inventory, IT Assets
- Provide IP phone support
- Provide Branch support over remote connectivity
- Troubleshoot exchange email support, mail configuration, backup and restore
- Data backup and restore

## 2. **IT Officer ( June 21, 2015 - December 15, 2017)**

### **Aamra Networks Ltd**

Company Location : Ninakabbo, Level 4 227/A, Tejagaon-Glushan Link Road Tejgaon Industrial Area Dhaka-1208

Department: Finance & Control

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

Working as IT Officer(Contracted) at Nestle Bangladesh Ltd office.

'Selected projects'

- # Successfully directed the on-time, on-budget completion of company-wide upgrade to Windows 10 and Office 365 impacting more than 200 onsite staff and 80 remote employees.
- # Initiated transformative IT policies (Self-Service, BitLocker) designed to harden system security, including enhanced measures for password requirements and user access.
- # Spearheaded new procedures for Help Desk documentation, enabling the development of a comprehensive knowledge base of common issues and solutions to improve Help Desk efficiency.

1. Maintain and support Head Office and Remote user's full office IT Management.
2. Proactive Monitoring and Ensure the smooth running of all of IT infrastructure (Network, Voice services, Servers, UPS, Printers, Projector, etc.) and to take appropriate measures based on root cause analysis.
3. Managing Active Directory, configuring desktops, installing printers for users.
4. Provide IT supports to user end for their Desktops, Laptops, Wireless router, Scanners, Printers and other IT assets as per company IT policy.
5. Responsible for the basic routine maintenance and troubleshooting for all computer hardware.
6. To ensure hardware, software and network upgrades installation, re-installation, changes and re-locations. (HP Asset Manager) .
7. Communicate third party Software and hardware Development Team and Maintenance Team to escalate any problem and resolve it.
8. Understand the existing systems; provide technical support and solutions to users devices and applications.
9. Ability to work under pressure in the factory environment (Nestle Factory).
10. Ensure proper maintain and documentation of IT Assets Management ( Issue, receive, transfer, Toner, Maintenance Kit, ADF etc) (HP Asset Manager) .
11. Provide user Training for Territory Nutrition and Sales Person.
12. Documentation day-to-day support related operation.
13. Perform application tuning and performance monitoring. (Bitlocker and HP data backup solution).
14. Use Tape drive & Backup exec software from VERITAS Backup Exec V12.0 for backup of data regularly to ensure 99% of backup company data.
15. Solve different IM (Incident Management) & RM (Request Management) ticket (User Problems) according to the SLA (Service Level Agreement) of Nestle Service Center.
16. Setup GPRS in remote Distribution point for exchange communication by mail & SMS by accessing our secured VPN (Virtual Private Network) network.
17. Ensuring timely support from vendors
18. Video/Audio Conference support
19. Work in Collaboration with Nestle (India and Australia)

## 3. **IT Executive ( January 1, 2014 - May 31, 2015)**

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Company Location : Du Market,Katabon,Dhaka

Department: IT

**Duties /Responsibilities:**

Working as IT Officer(Contracted) at Nestle Bangladesh Ltd office.

'Selected projects'

# Successfully directed the on-time, on-budget completion of company-wide upgrade to Windows 10 and Office 365 impacting more than 200 onsite staff and 80 remote employees.

#Initiated transformative IT policies (Self-Service, BitLocker) designed to harden system security, including enhanced measures for password requirements and user access.

#Spearheaded new procedures for Help Desk documentation, enabling the development of a comprehensive knowledge base of common issues and solutions to improve Help Desk efficiency.

1. Maintain and support Head Office and Remote user's full office IT Management.
2. Proactive Monitoring and Ensure the smooth running of all of IT infrastructure (Network, Voice services, Servers, UPS, Printers, Projector, etc.) and to take appropriate measures based on root cause analysis.
3. Managing Active Directory and Provide IT supports to user end for their Desktops, Laptops, Wireless router, Scanners, Printers and other IT assets as per company IT policy.
4. Communicate third party Software and hardware Development Team and Maintenance Team to escalate any problem and resolve it.
5. Solve different IM (Incident Management) & RM (Request Management) ticket (User Problems) according to the SLA (Service Level Agreement) of Nestle Service Center.
6. Ensure proper maintain and documentation of IT Assets Management
7. Provide user Training for Territory Nutrition and Sales Person.
8. Ability to work under pressure in the factory environment (Nestle Factory).
9. Use Tape drive & Backup exec software from VERITAS Backup Exec V12.0 for backup of data regularly to ensure 99% of backup company data.
10. Perform application tuning and performance monitoring. (Bitlocker and HP data backup solution).
11. Video/Audio Conference support
12. Ensuring timely support from vendors
13. Work in Collaboration with Nestle (India and Australia)

**4. IT Excutive ( March 2, 2013 - December 31, 2013)****Winbaz communications ltd**

Company Location : Town-hall,Mohammadpur,Dhaka

Department: VAS

**Duties /Responsibilities:**

- 1.Maintain and service of Desktop, Laptop & Printer, Wi-fi etc.
- 2.Networking, e-mail configure & maintenance.
- 3.Installing and configuring computer hardware, operating systems and applications.
4. Replacing computer parts as required.
- 5.Manage virus threats applying symantec antivirus server policies.
- 6.Manage and update IT inventory, documentation and monthly report for the Management
- 7.Other responsibilities as assigned by the management.

**Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
BSc in Electrical and Electronics Engineering	Electrical & Electronic Engineering	Daffodil International University	CGPA:3.4 out of 4	2014	4 years
HSC	Science	Dhaka State College	CGPA:3.9 out of 5	2009	-
SSC	Science	Taherpur High School	CGPA:4.81 out of 5	2007	-

**Training Summary:**

Training Title	Topic	Institute	Country	Location	Year	Duration
CCNA Routing and Switching		New Horizons Computer Learning Centers.	Bangladesh	Dhaka	2014	72 hours
Industrial Technology on Electrical Engineering and instrumentation	Industrial Technology on Electrical Engineering and instrumentation	Training Institute For Chemical Industries	Bangladesh	Narsingdi,Dhaka	2013	One month

**Professional Qualification:**

Certification	Institute	Location	From	To
Microsoft Certified Solutions Associate 2012	ATComputer Limited	DHAKA	January 15, 2017	February 15, 2017
Microsoft Certified Professional	AT Computer Limited	DHAKA	January 1, 2017	January 15, 2017

**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, Saudi Arabia, United Kingdom, United States, Belgium, Canada  
Preferred Organization Types : Telecommunication, Manufacturing (Light Engineering & Heavy Industry), Software Company, IT Enabled Service, Computer Hardware/Network Companies, Shipping, Multinational Companies, Engineering Firms, Airline, Electronic Equipment/Home Appliances, Overseas Companies

**Specialization:**

Fields of Specialization	Description
<ul style="list-style-type: none"><li>• Cisco</li><li>• CSS</li><li>• HTML/ DHTML</li><li>• Linux</li><li>• IT Support Service</li><li>• Windows Administration</li><li>• MS Exchange Server</li><li>• Printer Servers</li></ul>	Platforms: Windows XP/Vista/7/8.1/10 Windows Server 2008/2012 Mac OS X SAP Software : Microsoft Office (Word, Excel, Outlook, PowerPoint, Project), SQL, and Microsoft Office 365/ SharePoint QuickBooks Salesforce.com, HP Asset Manager and MAT Lab Languages: HTML, CSS JavaScript, and C+

**Language Proficiency:**

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

### **Personal Details :**

Father's Name : Late Abdus satter  
 Mother's Name : Afroza begum  
 Date of Birth : November 19, 1992  
 Gender : Male  
 Marital Status : Unmarried  
 Nationality : Bangladeshi  
 Religion : Islam  
 Permanent Address : C/O- Md. Abdus Sattar ,Vill: Vabanpur, Ward No: 01 P.O: Taherpur  
 Pouroshova,Taherpur Pourosova Rajshahi - 6251  
 Current Location : Dhaka

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

	<b><u>Reference: 01</u></b>	<b><u>Reference: 02</u></b>
Name	: Md. Dara Abdus Satter	Farid Uddin
Organization	: Daffodil International University	Nestlé Bangladesh Limited
Designation	: Assistant Professor,EEE	IT Manager, GLOBE IS/IT
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Relation	: Academic	Professional