

Applied For: **IT Executive (BSc/ Dip in CSE)**

Last Updated : **October 24, 2018**

MD. ABDULLAH AL MAMUN PRINCE

Address: H-6, Lane-9, Avenue-5, Block-c, Mirpur-11 Dhaka-1216
Home Phone: 01671578174
Mobile : 01713960910
email:prince.neelbd@gmail.com, prince.eee@engineer.com



Career Objective:

To solve problems in an effective manner in a challenging position. I would like to be involved in work where I can utilize my skill and creatively involved with system that effectively contributes to the growth of organization.

Employment History:

Total Year of Experience : 7.8 Year(s)

1. Assistant Manager- Technical Support (May 24, 2015 - Continuing)

REVE Systems

Company Location : Software Technology Park, Janata Tower, Kawran Bazar, Dhaka, Bangladesh(Headquarter in Singapore)

Department: REVE Antivirus Support Department

Duties/Responsibilities:

- * Implementation of REVE Antivirus projects, Ensure QA & testing.
- * Find out bug issues of REVE Antivirus windows, server version
- * Configuration of REVE Antivirus server, client & end user product.
- * To configure MySql Server, troubleshoot & link with database.
- * To collect Virus sample from effected pc & analysis on that.
- * To complete training session of corporate/retail engineers & on-site visit in Full Bangladesh.
- * Analysis on customer technical complaints, find out the root cause and provide solution.
- * Guiding REVE Chat agents & REVE Systems Support for delivering proper support to the customer.
- * To maintain official IP networking, Designing, Routing, File sharing, MikroTik router etc.
- * Maintain official Computer Systems & all kinds of Software/Hardware according to requirement.
- * Troubleshooting system and network problems, diagnosing and solving hardware faults in office.
- * To create all support manual & documentation.
- * Maintain the database of customer complaint.
- * To make fruitful business deal & also take care Presales and Post-sales support to corporate/end users.
- * Daily /Weekly report publishing.

2. Junior Support Engineer (November 15, 2014 - May 7, 2015)

Pigeon Inc.

Company Location : House No# 587-589, Link Raod, Mirpur DOHS

Department: Software Support

Duties/Responsibilities:

- * Implemented of IGW & ICX projects.
- * Configured of IGWB billing server as per customer requirement.
- * Configured of Switch, Gateway and their own developed system as per requirement.
- * Performed several call tests as per customer requirements.
- * Configured of office Router, LAN, WAN, Wi-Fi, Printer, Mail server as required.
- * Maintained official computer systems, software, hardware support & all IT equipment.
- * Managed support manual, documentation including procedural documentation.
- * Maintain the database of customer complaint and provide solution.
- * Daily /Weekly report publishing.

3. **Radio Jockey (July 1, 2013 - November 30, 2013)**

Asian Radio 90.8 Fm

Company Location : Badda, Dhaka

Duties/Responsibilities:

- * Made the guest list and creative program plan for the station.
- * Made song list on my programme and merge it with advertisement.

4. **Senior Lecturer (June 1, 2011 - November 12, 2014)**

Aflix Admission Coaching Centre

Company Location : Banani,Dhaka.

Department: Maths & Physics

Duties/Responsibilities:

- * Took attractive class.
- * Maintained the Class time schedule, Exam question, Lecture sheet.
- * Created different Marketing Policy.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
Master of Business Administration	Management Information System (MIS)	American International University Bangladesh	CGPA:3.59 out of 4	2016	2	Masters Degree
B.Sc (Engg.)	Electrical & Electronic Engineering	American International University Bangladesh	CGPA:3.29 out of 4	2014	4 Years	Bachelor Degree
HSC	Science	Govt. Science College	CGPA:4.1 out of 5	2010	-	Higher Secondary School Certificate
SSC	Science	Bhaluka Pilot High School	CGPA:5 out of 5	2008	-	Secondary School Certificate

Career and Application Information:

Looking For : Mid Level Job
Available For : Full Time
Expected Salary : Tk. 20,000
Preferred Job Category : Engineer/Architect, IT/Telecommunication
Preferred District : Dhaka

Preferred Organization Types : IT Enabled Service, ISP, Computer Hardware/Network Companies, Public Relation Companies, Call Center

Specialization:

Fields of Specialization	Description
<ul style="list-style-type: none">• Telecommunication Products & Services• Administrative/ Executive• Cisco• Linux• Switches/ Routers• Software• Advertising & Promotion• Electrical/ Electronics• Telecommunication	Ensuring smooth operation of computer systems and provide user support by trouble shooting, re-installing operating system, application programs and email software as required for programme and other offices, system and network Administration, IT security, IT application maintenance, Vendor management processes, IT infrastructure management, Data storage, Email backup, Filter spam in email, IP address, allocation of network space, Server maintenance, MySQL configure, MikroTik Maintenance, IP classification, IP sub netting, Gateway, Subnet mask, DNS, Switch, Router, VLAN, LAN, MAN, WAN, Wi-Fi, VMware configuration, Trunk Familiar with Linux. Good at Computer Hardware, Periodic maintenance of hardware items conduct with vendor for spare, support, service, warranty claim for products conduct physical verification of goods coordinate with vendors for seeking technical specifications of products track asset and physical location of each IT asset CPU, printer, UPS, monitor etc in order to procure IT equipment. Prepare documentation for installation, configuration and troubleshooting for various applications, develop training material/ modules coordinate and conduct IT training for Distributors, Retailers, Resellers, Student Ambassadors, Corporate IT personnel seek feedback from participants and make necessary changes in order to spread IT related awareness in the organization.

Extra Curricular Activities:

(a) Working in AIUB Arts Club & AIUB Drama Club as a Campaign Host. (b) Participated in workshop of AIUB Arts Gallery Exhibition Project . (c) Worked in Science & Bncc club of Govt. Science College. (d) Worked in School Debate & Science Club.

Language Proficiency:

Language	Reading	Writing	Speaking
Bengali	High	High	High
English	Medium	Medium	Medium

Personal Details :

Father's Name : Md. Abdur Rashid
Mother's Name : Mst. Zinat Ara Ferdushi
Date of Birth : July 8, 1992
Gender : Male
Marital Status : Unmarried
Nationality : Bangladeshi
Religion : Islam
Permanent Address : H-6, Lane-9, Avenue-5, Block-c, Mirpur-11 Dhaka-1216
Current Location : Dhaka

Reference (s):**Reference: 01**

Name : Md. Firoz Hassan
Organization : American International University -
Bangladesh
Designation : Director of MBA Dept.
Address : Dhaka,Bangladesh.
Phone (Off.) :
Phone (Res.) :
Mobile : +8801911358458
EMail : firoz.hasan@live.com
Relation : Academic

Reference: 02

Khaleda Pervin
Ministry of Defence
Additional Secretary
Dhaka,Bangladesh.
9143209

Relative