

Last Updated : **December 16, 2015**

## **MD. AZIZUL HAQ**

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### **Career Objective:**

This would provide an opportunity to utilize my skills in contributing to the growth of the organization as a determined, dedicated and responsible member. I have a desire to learn new skills and I thrive in working in a pressured environment.

### **Career Summary:**

Installation and maintenance, establishment of network connectivity with NT host & Windows 2003 server. Work group configuration. Various software installations on Windows environment

### **Special Qualification:**

Bachelor of Computer Science of Engineering & Technology (CSE)

### **Employment History:**

**Total Year of Experience : 8.5 Year(s)**

#### **1. Sr. Support Engineer ( May 18, 2014 - Continuing)**

##### **Link3 Technologies Ltd.**

Company Location : Dhaka, BD.

Department: Customer Support

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

Ability to handle customer on customer premises and to create customer satisfaction through Customer Support.- Provide Corporate & home user support

- Assign Ticket to other engineers according to client's requirement (like LAN & WIFI )
- configure different router i.e. WiFi, Mikrotik, Zxwel.
- ensure client satisfaction by providing after sales support
- IP Phone 2nd level support
- troubleshoot & configure mail related Issues
- Hardware & OS related support
- Networking Troubleshoot

#### **2. Business Manager (Executive Engineer) ( August 21, 2010 - May 12, 2014)**

**Computer Source Ltd.**

Company Location : Dhaka

Department: Support &amp; Solution

**Duties/Responsibilities:**

- Laptop & Desktop Computer Hardware & Troubleshooting.
- Solve very as Operating system & software problem.
- Ability to handle customer on customer premises and to create customer satisfaction through service support.
- Wi-Fi Configuration & Security.
- Server Configuration (Mail Server & File Server).
- Router Configuration & maintenance

**Academic Qualification:**

| Exam Title   | Concentration/Major  | Institute                                       | Result                       | Pas.Year | Duration | Achievement    |
|--|----------------------|---|------------------------------|----------|----------|----------------|
| Bachelor of Computer Science of Engineering & Technology | Computer Engineering | State University of Bangladesh                  | CGPA:2.72 out of 4           | 2009     | 4 Years  | 2.72           |
| Diploma in CSE   | Computer             | Multimedia Computer of Engineering & Technology | CGPA:2.98 out of 4           | 2006     | 4 Years  | 2.98           |
| SSC  | Science              | Jangalia Union High School & College            | First Division, Marks :61.9% | 1998     | 2 years  | First Division |

**Professional Qualification:**

| Certification                                    | Institute | Location  | From           | To             |
|--|-----------|---|----------------|----------------|
| HP ExpertONE (Accredited Platform Specialist)    | HP        | Online  | June 27, 2012  | June 27, 2012  |
| Dell Certified System Expert (DCSE Cert ID-3016) | Dell      | <a href="https://dtt.dell.com">https://dtt.dell.com</a> | March 29, 2012 | March 29, 2012 |

**Career and Application Information:**

Looking For : Mid Level Job  
Available For : Full Time  
Present Salary : Tk. 35000  
Expected Salary : Tk. 25,000  
Preferred Job Category : Bank/Non-Bank Fin. Institution, IT/Telecommunication  
Preferred District : Cox"s Bazar, Dhaka  
Preferred Country : United Kingdom, United Arab Emirates  
Preferred Organization : IT Enabled Service, NGO, Airline  
Types

**Language Proficiency:**

| Language | Reading | Writing | Speaking |
|----------|---------|---------|----------|
| English  | Medium  | Medium  | Medium   |
| Benguli  | Medium  | Medium  | Medium   |

**Personal Details :**

Father"s Name : Md. Abdur Razzak  
Mother"s Name : Mrs. Anowara Khatun  
Date of Birth : January 1, 1984  
Gender : Male  
Marital Status : Married  
Nationality : Bangladeshi  
Religion : Islam  
Permanent Address : Vill. +P.O: Jangalia, Upazila: Pakundia,Dist.: Kishoregonj  
Current Location : Dhaka

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

Name : Mr. Jutan Mojumder  
Organization : Link3 Technologies Ltd.  
Designation : Asistant Manager (Customer  
Support)  
33, SMC Tower(5th Floor)  
Address : Banani Kamal Ataturk Avenue  
Dhaka-1213  
Phone (Off.) : +029125698  
Phone (Res.) : +8801787667183  
Mobile : +8801787667183  
EMail : jutan@link3.net  
Relation : Professional

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