

Last Updated : **October 2, 2017**

MD. HABIBUR RAHMAN

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Career Objective:

To secure a rewarding position as a member of an organization consulting staff by utilizing my 6.1 years of experience in IT, Telecommunication and my leading fast learner and the ability to take on new challenges.

Career Summary:

I want to build up my career in IT,Telecommunication Sector

Special Qualification:

IT maintenance
i□· Logging faults
i□· Hardware faults
i□· Replacing parts
i□· Network support
i□· IT infrastructure
i□· Safety legislation
i□· Troubleshooting

Employment History:

Total Year of Experience : 7.4 Year(s)

1. **IT In-charge Barisal Division (May 17, 2015 - Continuing)**

Walton Group

Company Location : Walton Group . Plot:1088, Road:80 ft.2, Block: I, PO:Khilkhet,
PS:Vatara, Bashundara R/A, Dhaka-1229

Department: IT

Duties/Responsibilities:

1. Responsible for Total IT system monitoring of Barisal zone.
2. Provide Remote and Physical support of any issue related with IT system
3. Quickly adapt new technology and make plaza and service point employees familiar with this technology.
4. Provide solution for PC hardware and software related problem like OS problem, oracle reports problem, and different type's software problem.
5. Installation and maintenance of CCTV, DVR or any kinds of camera related issues.
6. Implementation and maintenance of QMS technology for service point of responsible area.
7. Overall IT system related setup done in new installation and extension and redecoration of a Plaza and Service point
8. Provide supports for Network setup and IP configuration, Router, Switch, Modem and network related problem
9. Responsible to perform functions of installing, repairing and maintaining CCTV cameras
10. Visit sites and locations to identify the areas that need to be monitored with CCTV cameras
11. Monitor the activities captured on the cameras. Inform the authorities in case of suspicious activities
12. Edit the captured images. Format them as per the instructions of the client and prepare a copy for their reference.
13. Receive complaints of equipment failure and undertake installation and repairs activities
14. Maintain written records of the screened activities, in case of suspicious, illegal or immoral activities.

2. Associate System Engineer (April 17, 2012 - March 31, 2015)

bracNet Ltd.

Company Location : House-26,Road-28,Block-k Banani,Dhaka-1213

Department: IT

Duties/Responsibilities:

Responsibility :

Maintain & configure SAP System, DNS server, Active Directory , Additional Domain controller, MS outlook, MS Exchange, Mail server, FTP server and windows server 2003/2008.

Maintain Network Monitoring System (NMS) all Districts & Upazilases accounts offices.

Working on a Mikrotik Router, Cisco Router and Switch.

Identifies, diagnoses, and Resolves level one problem for user of the main frame.

personal computer

Software and hardware and new computer technology. Provides one-on-one end user problem resolution over the phone for user approved personal computer pc

(software).Delivers, tags, sets up an assists in the configuration of end-user pc desktop hardware software and peripherals.Diagnoses and resolved end-user network or local printer problem, pc hardware problem and mainframe. Able to provide a full range of support and client relationship service ranging from first through to third line support and customer on site visits. Desktop (pc, laptops and peripherals) hand-on experience for both hardware and software.

Manageable Media Converter Configuration, Configuration on wireless router and access point, Structure cabling, and also maintain Network of bracNet. Client support of Fiber Switch and Patch Cord Panel. Extreme Optical Fiber Network designing, implementation & maintenance.

3. Asst.IT Engineer (January 1, 2010 - December 30, 2010)

Crystal Future venture Ltd.

Company Location : House no.55,Road no.4/A,Khilkhet,Dhaka.

Department: Technical

Duties/Responsibilities:

Duties/Responsibilities:

Provided customer support and technical assistance on all hardware / software products; generated new subscribers and equipment sales / leases; and trained customers and employees on use, maintenance and repair of equipment.

Providing first level technical support to customers.

Ability to convey technical solutions in a clear and concise manner.

Installing and configuring computer hardware systems and IT software.

Undertaking analysis, diagnosis and resolution of client problems via phone, e-mail & face to face contact.

Quickly responding to customer enquiries and concerns.

Escalating unresolved problems to other support staff.

Taking ownership of problems and tracking them to a successful conclusion.

Raising & maintaining incident tickets and problem records.

Continuously reviewing performance against Service Level Agreements.

Analysing call logs to spot trends and underlying issues.

Producing documentation and reports to a high standard.

Testing and evaluating new technology.

Setting up new users' accounts and profiles and dealing with password issues.

Monitoring IT network to ensure availability to all users.

Repairing IT equipment and replacing parts.

Administering the IT department's policies and procedures.

Installation and support of telecommunication equipment.

Maintaining a log of all problems detected and system back ups.

Troubleshoot and resolved computer problems; built and upgraded systems; installed software; and performed general troubleshooting and maintenance for business clients.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
Diploma in Engineering	Electronics	Patuakhali Polytechnic Institute, Patuakhali.	CGPA:2.92 out of 4	2006	4 years	Academic
SSC	Weaving	Textile Vocational Institute, Patuakhali.	First Division, Marks :65.61%	2000	2 Year	Academic

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Indrastrial Attachment.	Telecom	Bangladesh Telegraph & Telephone board.	Bangladesh	Upazilla Telecom, Patuakhali	2003	3 Month

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Present Salary : Tk. 24000
 Expected Salary : Tk. 17,000
 Preferred Job Category : IT/Telecommunication
 Preferred District : Anywhere in Bangladesh.
 Preferred Country : Australia
 Preferred Organization : Electronic Equipment/Home Appliances
 Types

Specialization:

Fields of Specialization	Description
<ul style="list-style-type: none"> • Windows 2000/ 2003 Server(s) • Cisco • Customer Support/ Client Service • IT Support Service • IT System Management 	Good Working Knowledge.

Language Proficiency:

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

Personal Details :

Father"s Name : Abdul Sattar Peada
 Mother"s Name : Momotaz Peada
 Date of Birth : March 2, 1984
 Gender : Male
 Marital Status : Married
 Nationality : Bangladeshi
 Religion : Islam
 Permanent Address : C/o, Abdul Satter Peada. 21 kazi Para, Patuakhali Clinic Road, Patuakhali.
 Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Md. Ihsan-ul-Huque	Md. Munibur Rahman
Organization	: Banglalion Communication Ltd	Walton Group
Designation	: Senior Engineer	Senior Officer
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Relation	: Relative	Professional