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MD. IQBAL HOSSAIN

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Career Objective:

To serve such an organization where I can devote my full effort to achieve the goal of the organization. Would take the job with a great sense of responsibility, enjoy the challenges of new situation and expect to make an excellent.

Career Summary:

Excellent skill & motivate in computer professional with more than 5.2 years experience in the IT field. Gather highly knowledge about Solutions focused, Oriented Team work, and Technical Support with successful implementation of effective helpdesk operations. Have broadly understanding knowledge of Networking, windows server, Hardware/Software Installation, Configuration.

Special Qualification:

Hardware & Networking

Employment History:

Total Year of Experience : 5.4 Year(s)

1. **IT Officer (January 15, 2017 - Continuing)**

Securex Private Limited

Company Location : 2nd Floor, House # 10, Road # 01, Block # B, Niketon, Gulshan-1, Dhaka - 1212

Department: Information Technology

Duties/Responsibilities:

1. To configure OS in workstation and configure all necessary software to work in Securex Network & Domain.
2. Configure Wireless Access Point, Network printer, User and Group Creation, Security and Access privileges, Remote Desktop Enable, File Server & Map Network Drive Configuration etc.
3. Supervision of the overall office network as well as maintaining and monitoring the clients network connection.
4. MS-Outlook configuration & troubleshooting in mail send & receiving.
5. Corporate Anti-virus auto- updating over anti-virus server, Firewall and security settings, System Restore and Network Security.
6. Install & Configure - Active Directory, DNS, DHCP, FTP Server & FTP Client, Web Server & Web Server Client, Proxy Server & Proxy Server Client, Print Server & Print Server Client.
7. Install & configure of wireless & wired network.
8. Diagnosis, maintenance & troubleshooting of wireless & wired network.
9. Install & configure of Router, Switch, Server Machine, Brand-PC, Laptop-PC, All in One-PC, Clone-PC, Printer, Scanner, Fax Machine and other IT assets.
10. Assembling & de-assembling Router, Switch, Server Machine, Brand-PC, Laptop-PC, All in One-PC, Clone-PC, Printer, Scanner, Fax Machine and other IT assets.
11. Diagnosis, maintenance, troubleshooting & servicing of Router, Switch, Server Machine, Brand-PC, Laptop-PC, All in One-PC, Clone-PC, Printer, Scanner, Fax Machine and other IT assets.

2. System Support Engineer (January 22, 2015 - November 1, 2016)

Airtel Bangladesh Limited.

Company Location : 2nd Floor, Tajwar Center, House # 34, Road # 19/A, Banani, Dhaka - 1213

Department: IT Infrastructure & Services

Duties/Responsibilities:

Thakral Information Systems Private Limited.

(Strategic Alliance Partner of IBM)

Deputed location: 11th Floor, DBBL Bhaban, 12 Karwan Bazar, Dhaka - 1215

Duties/Responsibilities:

1. To configure OS in PC and configure all necessary software to work in Airtel Enterprise Network & Domain.
2. Configure Wireless Access Point, Network printer, User and Group Creation, Security and Access privileges, Remote Desktop Enable, File Server & Map Network Drive Configuration etc.
3. Supervision of the overall office network as well as maintaining and monitoring the clients network connection.
4. MS-Outlook configuration & troubleshooting in mail send & receiving.
5. Corporate Anti-virus auto- updating over anti-virus server, Firewall and security settings, System Restore and Network Security.
6. Maintains and update IT inventory. Installation of renowned Telecom/IT Services Software such like TABS, ERP, Q-matic, uses of C/A Software etc.
7. Expertise on Install & Configure - Active Directory, DNS, DHCP, FTP Server & FTP Client, Web Server & Web Server Client, Proxy Server & Proxy Server Client, Print Server & Print Server Client.
8. Install & configure of wireless & wired network.
9. Diagnosis, maintenance & troubleshooting of wireless & wired network.
10. Install & configure of Router, Switch, Server Machine, Brand-PC, Laptop-PC, All in One-PC, Clone-PC, Printer, Scanner, Fax Machine and other IT assets.
11. Assembling Router, Switch, Server Machine, Brand-PC, Laptop-PC, All in One-PC, Clone-PC, Printer, Scanner, Fax Machine and other IT assets.
12. De-assembling Router, Switch, Server Machine, Brand-PC, Laptop-PC, All in One-PC, Clone-PC, Printer, Scanner, Fax Machine and other IT assets.
13. Diagnosis, maintenance, troubleshooting & servicing of Router, Switch, Server Machine, Brand-PC, Laptop-PC, All in One-PC, Clone-PC, Printer, Scanner, Fax Machine and other IT assets.
14. Quarterly (4 times in a year) submits Basic hygiene report of airtel Laptop, Desktop, printer, scanner, servers and wireless devices.
15. Prepare and upload Daily follow-up reports, Management reports, Weekly reports and Monthly reports.

3. Officer, RMA & Component Service (May 3, 2014 - January 21, 2015)

Global Brand Private Limited.

Company Location : 3rd Floor, 65 Lake Circus, Kalabagan, Dhaka - 1205

Department: RMA & Component Service

Duties/Responsibilities:

1. Install & configure of wireless & wired network.
2. Diagnosis, maintenance & troubleshooting of wireless & wired network.
3. Install & configure of Router, Switch, Server Machine, Brand-PC, Laptop-PC, All in One-PC, Clone-PC, Printer, Scanner, Fax Machine and other IT assets.
4. Assembling Router, Switch, Server Machine, Brand-PC, Laptop-PC, All in One-PC, Clone-PC, Printer, Scanner, Fax Machine and other IT assets.
5. De-assembling Router, Switch, Server Machine, Brand-PC, Laptop-PC, All in One-PC, Clone-PC, Printer, Scanner, Fax Machine and other IT assets.
6. Diagnosis, maintenance, troubleshooting & servicing of Router, Switch, Server Machine, Brand-PC, Laptop-PC, All in One-PC, Clone-PC, Printer, Scanner, Fax Machine and other IT assets.
7. Operating systems install & configure.
8. All computer hardware accessories driver software installs & configure.
9. Delete, remove, format & patrician file recover.
10. To ensure customer support both indoor & outdoor within lowest possible time.
11. To attain all telephone calls, proved phone /online solution support promptly.
12. Update and store all service documents/ file/ manual/ installation software/ user guide & others if necessary.
13. Maintain register for support spares (In-Out).
14. Organize customer support related program i.e. service week, dealer engineer training programs etc.
15. Keep knowledge of all new models of products & ensure spares in advance.
16. Protect RMA & Service part from product missing & mishandling of Office Equipment.

4. Junior Hardware & Network Engineer (January 1, 2014 - May 2, 2014)**Advance Soft Solutions**

Company Location : 435/441 (3rd Floor), Mukto Bangla Shopping Complex Mirpur-1, Dhaka - 1216

Department: Information Technology

Duties/Responsibilities:

1. Install & configure of wireless & wired network.
2. Diagnosis, maintenance & troubleshooting of wireless & wired network.
3. Assembling computer hardware accessories.
4. De-assembling computer hardware accessories.
5. Operating systems install & configure.
6. All computer hardware accessories driver software installs & configure.
7. Diagnosis, maintenance, troubleshooting & servicing of all computer hardware accessories.
8. Delete, remove, format & patrician file recover.
9. Working as a trainer of hardware and basic network.
10. Working as a trainer of system administration using windows server 2008.

5. Junior Network Engineer (May 1, 2013 - December 30, 2013)**Network IT Institute, Naogaon**

Company Location : Argi Naogaon, Naogaon - 6500

Department: Information Technology

Duties/Responsibilities:

1. Working as a trainer of hardware and basic network.
2. Working as a trainer of windows server 2008.
3. Install & configure of wireless & wired network.
4. Diagnosis, maintenance & troubleshooting of wireless & wired network.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
Bachelor of Science (B.Sc.)	Computer Science & Engineering	Daffodil International University	Appeared	2019	4 Years	-
Diploma in Engineering	Computer Technology	Naogaon Polytechnic Institute, Naogaon	CGPA:3.38 out of 4	2014	4 Years	Got Stipend in Naogaon Polytechnic Institute, Naogaon
SSC	Computer Technology	Chapai Nawabgong Technical School & Collage.	CGPA:3.82 out of 5	2009	2 Years	Got Stipend in Chapi Nawabgong Technical School & Collage.

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
System Administration Using Windows Server 2008		US Software Ltd.	Bangladesh	69/B Panthapath (2nd Floor),Green Road, Dhaka-1205	2013	3 Months
Cisco Certified Network Associate (CCNA)		US Software Ltd.	Bangladesh	69/B Panthapath (2nd Floor),Green Road, Dhaka-1205	2013	3 Months
Windows Server 2003		Independent Course	Bangladesh	Argi Naogaon, Naogaon - 6500	2012	6 Months
CompTIA N+		Independent Course	Bangladesh	Argi Naogaon, Naogaon - 6500	2012	6 Months
CompTIA A+		Independent Course	Bangladesh	Argi Naogaon, Naogaon - 6500	2011	6 Months

Career and Application Information:

Looking For : Mid Level Job
Available For : Full Time
Expected Salary : Tk. 20,000
Preferred Job Category : IT/Telecommunication, Research/Consultancy
Preferred District : Dhaka
Preferred Organization :
Types

Specialization:

Fields of Specialization	Description
<ul style="list-style-type: none">• Cisco• Wireless• LAN/ WAN• WiFi/ Bluetooth• Customer Support/ Client Service• Hardware Engineer• IT Support Service• Network Engineering	I have Excellent Knowledge on Hardware & Basic Networking also i know ADDS, DNS, DHCP, Web Server, Terminal Server, Remote Desktop Service Web Access.

Language Proficiency:

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

Personal Details :

Father"s Name : A. K. M. Roshidul Alam
Mother"s Name : Khadijatul Hasna
Date of Birth : September 3, 1994
Gender : Male
Marital Status : Single
Nationality : Bangladeshi
Religion : Islam
Permanent Address : Laxmipur, Barogoria, Chapai Nawabganj - 6300
Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Noor Mohammad	Monir Uddin Ahmed
Organization	: GlaxoSmithKline Bangladesh Ltd.	IBM Bangladesh Private Limited.
Designation	: Director, Human Resources	Mobility & Workplace Device Support (MWDS)
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Relation	: Relative	Relative
