

Last Updated : **August 28, 2018**

MD. KAMRUZZAMAN JEWEL

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Career Objective:

To obtain are relatively private job, which ultimately lead me to build up an Excellent and successful professional career in reputed organization and take greater responsibilities in the process.

Special Qualification:

Advanced knowledge of Internet Browsing, Mailing & Other works.

Employment History:

Total Year of Experience : 6.3 Year(s)

1. System Support Engineer (July 10, 2013 - Continuing)

Mutual Trust Bank Ltd. (HR Contractual)

Company Location : MTB Tower, 111, kazi Nazrul Islam Avenue, Dhaka-1000.

Department: ADC (Alternate Delivery Channel)

Duties/Responsibilities:

- ï ATM Installation, Configuration and maintenance.
- ï VISA, Master Card, NPSB dispute and reconciliation management
- ï DVR configuration, troubleshooting and maintenance.
- ï Collect DVR video footage for better customer support
- ï ATM Consumer Paper, Journal Paper & Ribbon Replenish(NCR, Diebold, Wincor, Vortex).
- ï ATM Switch System Monitoring(TranzWare Online)
- ï Provide ATMs First level maintenance support.
- ï Daily ATM & CDM Transaction Monitoring.
- ï Core member GRG ATM Cash Recycler implementation.
- ï Monitoring Cash Replenishment of all ATMs.
- ï Coordinate the corresponding branch custodian to solve the ATM Cash Jam, Card Reader Problem, Journal Paper and ConsumerPaper Block.
- ï Attend the phone calls for ATMs related issue.
- ï Monitoring ATM Booth In-service, DVR, Link, Changeover, UPS and Air condition.
- ï Monitoring ATM Link& inform network team.
- ï ATM EJ data & ATM transaction Snapshots daily basis backup.
- ï Monitoring online administrator, online issuer and online acquire.
- ï Daily ATM EOD (end of day).
- ï ATM Booth visit and checking UPS, Air condition, Camera, DVR (Date/Time, Motion, IP, Port, HDD).
- ï Installation CC camera & DVR in ATM Booth.
- ï Daily Monitoring ATM booth DVR & CC camera functionality.
- ï Ability to solve the all type of ATM dispenser fault.

2. Hardware Engineer (August 1, 2012 - May 1, 2013)

ITE SERVICE AND SUPPLY

Company Location : 331, Alpona Plaza, (2nd Floor), New Elephant Road, Dhaka.

Department: ITE

Duties/Responsibilities:

Hardware & Software Installation, Troubleshooting , Networking, OS Installation & Partition, Scanning, Printer Sharing, Microsoft Office, Adobe Photoshop, Internet Browsing, Mailing & Other works.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
B.Sc. in Computer Science & Engineering	Computer Science & Engineering	World University of Bangladesh	CGPA:3.38 out of 4	2013	4 Years
Diploma-in-Engineering	Computer Technology	Faridpur Polytechnic Institute, Faridpur	CGPA:3.25 out of 4	2008	4 Years
Secondary School Certificate (Vocational)	Refrigeration and Air-Conditioning	Technical Training Center (T.T.C) Faridpur	CGPA:4.09 out of 5	2002	2 Years

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
CCNA	Cisco Certified Network Associate	New Horizons CLC Of Dhaka	Bangladesh	Momtaz Plaza, Dhanmond and Mirpur -1, Dhaka.	2012	3 Months
Hardware Course	Hardware	SMART COMPUTER&S TRAINING CENTER	Bangladesh	Dhanmondi, Dhaka	2012	6 Months

Career and Application Information:

Looking For : Top Level Job
Available For : Full Time
Present Salary : Tk. 18000
Expected Salary : Tk. 20,000
Preferred Job Category : Bank/Non-Bank Fin. Institution, IT/Telecommunication
Preferred District : Anywhere in Bangladesh.
Preferred Organization : Banks, Telecommunication, College, IT Enabled Service, ISP, Types
Computer Hardware/Network Companies

Language Proficiency:

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

Personal Details :

Father"s Name : Ab. Sattar Mattubbar
Mother"s Name : Mosammad Khadeja begum
Date of Birth : February 7, 1985
Gender : Male
Marital Status : Single
Nationality : Bangladeshi
Religion : Islam (Sunni)
Permanent Address : Village: Muraridha, P.o: Tambul Khana, P.s: Faridpur Sadar, Dist: Faridpur.
Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Md. Zahidur Rahman	Md. Mashud Khan
Organization	: Mutual Trust Bank Ltd.	Mutual Trust Bank Ltd.
Designation	: AVP	JAVP
Address	ITS Division, MTB Tower (6th Floor), 111, Kazi Nazrul Islam Avenue, Dhaka-1000.	ADC (Alternate Delivery Channel) Division, MTB Tower (5th Floor), 111, Kazi Nazrul Islam Avenue, Dhaka-1000.
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EMail	:	
Relation	: Professional	Professional
