

Last Updated : **April 29, 2018**

MD. MAINUDDIN

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Career Objective:

7 years IT professional experience seeking to be employed in an organization as a IT Professional where I can utilize my knowledge & experience gain through my study & work & learn new skills through job progress my career.

Career Summary:

- An energetic IT Service Engineer having 7 years (approx.) of Enterprise IT Service & Support mgmt.
- Experiences in a multinational & multiple local companies in Bangladesh & UK
- Experience covers 4 years of Service Desk Operational experience as IT Support Officer for Banglalink (Top Management, CxO's & VIP Support, 2000-3000 user based IT Support),
- 3 years of System Support Engineer in several Local & Abroad Companies.
- I have also done an internship from a ISP (5 months).

Special Qualification:

CCNA Certified.
Red Hat Linux, CentOS Course Running.
LAN, WLAN, MAN Setup & Maintenance
Knowledge of Call Centre Software
Computer Hardware Servicing
CCTV Installation & Maintenance.
Outlook Setup
Programming
Mail Server

Employment History:

Total Year of Experience : 10.3 Year(s)

1. **Senior IT Officer (February 20, 2017 - Continuing)**

Ha-Meem Group

Company Location : Dhaka

Department: IT

Duties/Responsibilities:

- Installing and configuring computer hardware, software, systems, networks, printers and scanners
- Responding in a timely manner to service issues and requests
- Providing technical support across the company (this may be in person or over the phone)
- Repairing and replacing equipment as necessary
- Testing new technology
- Network Interface Design (LAN, WAN, WLAN) & maintenance.
- Punch Machine data processing for Attendance purpose.
- CCTV Monitoring & Maintenance.
- Vehicle Operation Management software maintains.
- Vehicle Tracking software maintains.
- Train-up to user for IT related issue.
- Outlook setup & troubleshooting.
- IT asset purchase & service dealing with vendors.
- Other IT related all kind of responsibility.

2. Senior IT Support Specialist (December 2, 2012 - February 19, 2017)

Banglalink Digital Telecommunications Ltd.

Company Location : Dhaka

Department: Information Technology

Duties/Responsibilities:

IT Support Level 1 to End Users

Give different types of Software, Hardware, Servers and Network based technical solutions to the Employee of Banglalink (Include Top Management, CXO & VIP level of internal Banglalink and External foreign mother companies guest Employee)

IT Asset Management using WIMS

IT Asset distribution Monitoring & keeps record in excel file

Hardware & Software maintain & troubleshoot.

Call Centre Software installation. (AVAYA Agent, AVAYA OneX Communicator, Symon Inview, PCS Agent, PCS Supervisor, AVAYA IC, Map Info, Audio Hotfix, Avaya Softphone, Puty, WinSCP, SP etc.)

1st Level IT Support for all IT problems to Banglalink user end (Approx 2500 users).

LAN, MAN, WAN, VPN Configure & 1st level Support

Remote Support given to remote user of Banglalink regional office.

VC Support (internal & External Audio, Video, Presentation Shearhing)

To offer expert support to telephone and email requests from users for all PC hardware, software and connected peripherals.

Presenting the presentation over the projector & VC

Monitoring and Maintaining Computer Sysyems and Networks.

VC Support: Video conferencing support to high level users through CISCO & AVAYA systems.

Talking to users/clients through a series of actions, either face to face or over the telephone to help setup system or resolve issues.

To set up and configure operating systems to agreed standards under the guidance of the Team Leader.

To bring home the bacon at all times a professional, courteous and speedy reaction to individual users.

To assist in the compilation and maintenance of an accurate inventory of hardware and software.

Communicating and negotiating with users, specialists, other staff and providers.

To communicate with Vendors for the warranty claim of IT Assets.

Playing with multiple Technical platforms.

IT Support Level 2 (Admin Level)

Performing Active Directory functionalities with secure and efficient administration.

Managing Groups in AD.

Managing User & Service Accounts with duration.

Managing User profile in computer & troubleshooting.

Arrange Training sessions for New joiner in Call Center (IT Platform)

Closely Monitoring, Training, Guiding to new joiner & Junior in IT Department.

Create document support guideline of new software installation process for future new joiners.

Team Leading on the absence of the Manager.

User Accounts Extend & Password reset by Active Directory.

UAT (User Acceptance Testing) for any New software installation to all Banglalink users PC

Planning In Implementing structured LAN, WLAN for New office setup.

Making roster of our team members.

Achievement:

Three Times Best Performer selection in IT Support by Banglalink IT Management.

3. **Team Leader (October 1, 2012 - November 28, 2012)**

Election Commission

Company Location : Chittagong

Department: Voter ID Project

Duties/Responsibilities:

Shorting data in Server.

Proof the data.

Control the User

Server Maintenance

Wi-Fi & Network Setup

Etc.

4. **System Support Engineer (January 5, 2011 - January 15, 2012)**

Dynamic Information Solution

Company Location : London

Department: IT

Duties/Responsibilities:

Administering & designing LANs, MANs, and WANs internet networks.

Communicating and negotiating with users, specialists, other staff and suppliers.

Investigating, diagnosing and resolve all network problems.

Maintaining pre-packaged software applications on the LAN.

Network connectivity troubleshooting, ping, tracert etc.

Working with multiple technical platforms.

5. **System & Network Engineer (March 9, 2008 - December 15, 2009)**

KDS Logistics Ltd.

Company Location : Chittagong

Department: Automation & System Department

Duties/Responsibilities:

Administering & designing LANs, MANs, WANs internet networks.

Responsible for communication protocols, configuration, integration & security.

Communicating and negotiating with users, specialists, other staff and suppliers.

Upgrading and repairing faults on CIS systems, networks & peripheral equipment.

Investigating, diagnosing and resolve all network problems.

Maintaining pre-packaged software applications on the LAN.

Network connectivity troubleshooting, ping, tracert etc.

Work with multiple technical platforms.

CCTV Installation, Maintenance & Monitoring.

Network, CCTV install & Designing with Fibre Optic Cable.

Develop & maintain punch card attendance for office employee.

IT related all other work.

6. **Leacturer (September 4, 2006 - February 20, 2008)**

National Polytechnic College

Company Location : Chittagong

Department: Computer Department

Duties/Responsibilities:

Teaching of Computer Releted Subject.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
Bachelor of Computer Science	Computer Science	Middlesex University of London [Foreign Institute]	CGPA:3.06 out of 4	2012	3 Years	-
Diploma In Computer Engineering	Computer Engineering	National Polytechnic College,	CGPA:3.6 out of 4	2006	4 Years	Academying Scholarship
SSC	Science	Rahamatpur High School	First Division, Marks :70.5%	1999	10 Years	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Network Knowledge Shearing.	LAN, WLAN, MAN, WAN Setup System & troubleshooting, Remote Support, etc	Orascom Telecom Service Bangladesh (Banglalink)	Bangladesh	Head office , Dhaka	2013	3 Days
Home Office Support	VPN Connection setup, user support by VPN for IT related issue, troubleshooting, etc	Orascom Telecom Service Bangladesh (Banglalink)	Bangladesh	Head office , Dhaka	2013	3 Days
System Support Engineer		Dynamic Information Solution	United Kingdom	London	2011	6 Month
ISP Support	Internet Service providing	Broad Band Telecom Service (Ispahani Group of Industris Ltd.)	Bangladesh	Chittagong	2005	6 Month

Professional Qualification:

Certification	Institute	Location	From	To
CCNA (ID: CSC012512968)	CISCO		October 26, 2013	December 7, 2015
Fire Marshal 1st Level	Fire Safety Awareness Board	London	September 12, 2011	September 12, 2011
1st4sport Level 2 NVQ in Spectator Safety	The awarding body for active learning and leisure	London	May 12, 2010	April 10, 2011
International Ship & Port Facility Security (ISPS) Code	Chittagong Port Authority.	Chittagong	March 1, 2009	March 1, 2009

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Present Salary : Tk. 30000
 Expected Salary : Tk. 40,000
 Preferred Job Category : IT/Telecommunication
 Preferred District : Anywhere in Bangladesh.
 Preferred Country : Netherlands, Qatar, Saudi Arabia, Australia, Belgium,
 Canada, Denmark, Kuwait, Switzerland
 Preferred Organization Types : Banks, Investment/Merchant Banking, Telecommunication,
 Manufacturing (Light Engineering & Heavy Industry), IT
 Enabled Service, Computer Hardware/Network Companies,
 NGO, Development Agency, Shipping, Engineering Firms,
 Hotel, Group of Companies

Specialization:

Fields of Specialization	Description
<ul style="list-style-type: none"> • ATM Network Designing • LAN/ WAN • MS Word/ Excel/ PowerPoint/ OneNote • Administration • Computer Operator • Data Entry Operator/ Supervisor • Call Centre Supervision/ Management • Computer Engineering • Hardware Engineer • Network Engineer/ Network Administrator 	CCNA Certified Red Hat Linux & CentOS Course Running Windows Setup & All Software Setup Computer Networking. LAN/MAN Setup & Maintenance Computer Hardware Servicing & Troubleshooting. CCTV Installation & Maintenance. GPS Vehicle Tracking System. Office Administration. Outlook Setup. MS Office Network Problem Solving, Customer Service User Support Call Center Software installation etc

Extra Curricular Activities:

CCNA Certified
Red hat Linux & CentOS Course Running.

Language Proficiency:

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

Personal Details :

Father"s Name : Md. Humayaun Kabir
Mother"s Name : Khatija Begum
Date of Birth : March 10, 1984
Gender : Male
Marital Status : Married
Nationality : Bangladeshi
Religion : Islam
Permanent Address : C/O: Alimar Go Bari, Vill: Rahamatpur, P.O: Rahamatpur, Thana: Sandwip, Chittagong.
Current Location : Chattogram

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Mr. Moinul Islam	Mr Abdul Baque
Organization	: Bashundhara Group	National Polytechnic College
Designation	: Head of User Engagement, BG IT	Principal
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