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MD. MASUD ALAM

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Career Objective:

I seek challenging opportunities where I can fully use my skills for the success of the organization.

Career Summary:

I offer my service to your prestigious organization where I can utilize my 7 years of progressive experience & professional skills to handle the key responsibilities efficiently. Quality education blended with diligence & integrity enables me to perform successfully. I would like to offer my expertise for handling challenging.

Special Qualification:

CCNA Course Completed

Employment History:

Total Year of Experience : 8.9 Year(s)

1. **IT Officer (February 11, 2015 - Continuing)**

Azim Group
Company Location : 70/1, Scout Bhaban (3rd Floor), Inner Circular Road, Kakrail, Dhaka
Department: IT
__Duties/Responsibilities:__
1. Manage information technology and computer systems
2. Plan, organize, control and evaluate IT and electronic data operations
3. Design, develop, implement and coordinate systems, policies and procedures
4. Ensure security of data, network access and backup systems
5. Identify problematic areas and implement strategic solutions in time
6. End User Support to resolve problem
7. Troubleshoot & Resolve MS outlook problem
8. Ensuring smooth operation of the systems and network connectivity
9. Employ"s attendance check & database maintenance
10. Manage NVR/DVR, IP Camera, Finger Attendance & Access Control Device.
11. Troubleshoot & resolve computer network & hardware problem
12. Installation and configuration of different hardware and software
13. Installing and configuring LAN, router, computer hardware, printer on demand
14. Set-up and maintenance of wireless devices, printer, scanner, projector etc
15. Software set-up, maintenance and troubleshooting in all OS environment (Windows & Linux)
16. Act in alignment with user needs and system functionality to contribute to organizational policy
17. Active directory, Domain controller and Bandwidth manage with Mikrotik server to the client end.
18. Clear concept about IP Telephony Devices (Grandstream, Cisco, Linksys)

2. **Executive, Technical Support (January 1, 2011 - February 28, 2015)**

Fusion Net Ltd.
Company Location : 45, Navana Tower (16th floor), Gulshan-1, Dhaka
Department: Technology Division
Duties/Responsibilities:
1. Clear concept about IP Telephony Devices (Grandstream, Cisco, Linksys)
2. Active directory, Domain controller and Bandwidth manage with Mikrotik server to the client end.
3. Configuring the Cisco Switch Catalyst 2900 & 3550 Seris XL
4. Clear concept about Radio Connectivity (Canopy, Zcom & NanoStation)
5. Installing and configuring computer hardware operating systems and applications.
6. Monitoring and maintaining computer systems and networks.
7. Talking clients through a series of actions either face to face or over the telephone to help set up systems or resolve issues.
8. Troubleshooting system and network problems and diagnosing and solving hardware faults.
9. Providing support, including procedural documentation and relevant reports.
10. Prioritizing and managing many open cases at one time. Rapidly establishing a good working
11. Relationship with customers and other professionals. Testing and evaluating new technology.
12. Good knowledge in computer hardware / software maintenance.
13. Understanding of commonly used network protocols (TCP/IP, SMTP, UDP, DHCP, HTTP etc.)
14. Clear concept about LAN, WAN, WLAN and other IP based networking.
15. Able to demonstrate a clear understanding of common Internet and networking protocols.
16. Trouble shooting of network hardware & software under windows and Linux environment.
17. Regularly monitor customer satisfaction, manage & monitor software project.
18. Clear concept in IP network and in hand experience in L2 network
19. Managing the daily operations of the office for customer service department.
20. Reporting progress and escalating problems to the senior Manager of IT & Operations.
21. Network Planning, Design and Installation for LAN/WAN with both wire and Wi-Fi.
22. Also installing and maintaining Microsoft Exchange server.

System Configuration and Security :
Domain Name Service (Master and Slave DNS Server Configuration, Domain Delegation in DNS), DHCP Server Configuration, Network File Sharing Services (NFS and SAMBA), Electronic Mail Services (Sendmail, and Qmail), Web Server (Apache), Proxy Server (Squid), MRTG Configuraiton,

IP Addressing and Application Services, IP Routed Protocols, IP Routing, IP Switching, IP Tunneling, IP Multicast, LAN, Dial Access, WAN, DSL and LRE, Security and VPN, VOIP, Wireless, Network Management.

3. **Monitoring Supervisor (December 1, 2009 - October 31, 2010)**

   Searchlite Communications Ltd.
   Company Location : H# 23, R#: 18, B#: A, Banani, Dhaka
   Department: Marketing
   Duties/Responsibilities:
   Basically we work as a dynamic team in different district of Bangladesh for promoting Zoom Ultra Internet Modem (Product of Citycell).

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
Bachelor in Engineering (BEngg)	Computer Science & Engineering	Uttara University	Enrolled	2019	3	-
Diploma in Engineering	Computer Technology	Institute of Management & Information Technology (IMIT)	CGPA:3.43 out of 4	2009	Four Years	Four Years Computer Engineering Degree From "Bangladesh Technical Education Board"
SSC	Science	Charphiliz Joinab High School	CGPA:3.88 out of 5	2005	Five Years	Secondary School Certificate From

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Webpage Design & Development		Raise IT Solutions	Bangladesh	Banglamotor, Dhaka	2008	4 months

Professional Qualification:

Certification	Institute	Location	From	To
Red Hat Certified Engineer-RHCE (Preparing for Vendor Exam)	AT Computer Solutions Ltd.	Dhaka	April 1, 2014	July 31, 2014
Cisco Certified Network Associate (Routing & Switching)	AT Computer Solutions Ltd.	Dhaka	January 15, 2013	April 14, 2013

Career and Application Information:

Looking For : Mid Level Job
Available For : Full Time
Present Salary : Tk. 28125
Expected Salary : Tk. 15,000
Preferred Job Category : IT/Telecommunication, Customer Support/Call Centre
Preferred District : Dhaka
Preferred Country : Germany, Ireland, Italy, United Kingdom, United States, Australia, Canada, Denmark, France, Kuwait
Preferred Organization Types : Telecommunication, IT Enabled Service, ISP, Computer Hardware/Network Companies, Multinational Companies, Public Relation Companies, Group of Companies

Specialization:

Fields of Specialization
• IT Support Service • Telecommunication Service

Language Proficiency:

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

Personal Details :

Father"s Name	: Md. Shahjahan	
Mother"s Name	: Julia	
Date of Birth	: December 20, 1988	
Gender	: Male	
Marital Status	: Unmarried	
Nationality	: Bangladeshi	
Religion	: Islam (sunni)	
Permanent Address	: Vill: Charphilij, P/O: Balar Hat, P/S: Sakhipur, Dist: Shariatpur.	
Current Location	: Dhaka	

Reference (s):

	Reference: 01	Reference: 02
Name	: Mr. Nakshab Umar Rabbani Uthant	Helal Uddin
Organization	: NovoCom Limited	Uttara University
Designation	: Chief Marketing Officer	Student Affair`s Officer
Address	: House No. Ga-30/G, Pragati Sarani, Shahjadpur, Gulshan, Dhaka â 1212, Bangladesh.	Robiul Tower, Mirpur Housing State, Plot No # C-1/Kh, Section # 1, Mirpur-1, Dhaka.
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Relation	: Professional	Academic