

Last Updated : **August 20, 2018**

MD. MASUM RANA

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Career Objective:

Looking for an opportunity to utilize skills in a renowned organization and build up a better career with my utmost dedication and sincerity and to have an environment where my extensive experience & efficiency are utilized.

Career Summary:

Near about 12 years experience in Planning, Monitoring & Managing System & Network Support as a IT In-Charge , Senior IT Officer, System Support Officer, Customer Support Executive, Network Engineer to be a part of the various organizations which I worked for, to minimize maintenance cost, ensure data security and tune up the communication performance to achieve business/organizational goal. Maintain IT consumable budget and support strategic plans in the implementation of IT infrastru

Special Qualification:

Company Name:Genuity Systems(Dhaka Telecom)

Linux Operating System:

Special Course on Networking: Completed (For Three months duration).

1.ISP setup & Administration Using Linux.

2.Radio Link and VSAT Communication

Employment History:

Total Year of Experience : 12.8 Year(s)

1. **IT In-Charge (February 3, 2013 - Continuing)**

Ventura Leatherware Mfy. (BD) Ltd.

Company Location : Uttara EPZ, Nilphamari.

Department: IT

Duties/Responsibilities:

Configure and monitoring the network connectivity of Factory through Optical Fiber Cable & Radio/Switch/Router(Linksys, TP- Link, D-Link, Net gear, Backup Router). 1. The key responsibility is to manage and support daily IT operations for upcoming manufacturing units for a large group of companies in leather goods industry. 2. Proven track record in maintaining IT operations in large leather goods manufacturing company is must. About 300 PCs Network Configuration and or Setup or Install and troubleshooting LAN, WAN, Wi-Fi and internet communication system and IP Networking expertise along with other IT set-up infrastructure (PA, PABX- KX- TDA100D, CCTV Camera- KGuard- HW212B, HW227D, HD227C, Box IR: Model: YH-555LT, Box IR: Model: KPC-139, Box IR: Model: JK-909, DVR KGuard-EL1621, NVR DS-7900, IP camera- HIKVISION IR NETWORK Camera Model-DS-2CD3332-1-28, VC operation-Avaya Scopia XT4300 & Polycom PVX 8 0 4 4035, Projector BENQ 502, MW523, MW721, Epson EB-955WH, IP telephone. & Access control system installation and monitoring by mobile & desktop application, Attendance Device-CardLan Converter NP311 Device and Issue Card Device, MX628, M880, IClock660 & ZKteco Model A100) knowledge. Configuring, Office Networking setup, day to day backup and supporting technologies that sustain the overall and security of network, and control the serves the LAN/WAN infrastructure..Good knowledge and ability to resolve the issues in Windows Server deployment DHCP server, Mail server, Proxy server, FTP server, DNS server, Active Directory server, Print server. Installation & maintenance of Antivirus(MSE) & personal firewall(Fortinet Such as Fortigate-100/80CM, FortiGate 100E NETWORKS Spam & Virus Firewall), internet bandwidth control (Mikrotik-450G & RB-1100AHx2, RB-1036), Cisco Networking device(VPN-Cisco RV042) and manageable switch-Cisco SG350-28, Network Modem, Switch- Normal & Giga Switch, Access Point-Cisco 3500 Series, Printer (Networking Printer- Normal & Heavy Duty, Wireless Printer, Zebra Bar Code Printer GT-800TM, Avery Denision AP 5.4 Case Level Printer, Avery Denision 500 Label Printer, Postek G3106 for Fixed Asset Bar Code Printer & Zebra ID Card Printer ZXP-7).To take preventive care against computer viruses, increase awareness among users about viruses and assist them in taking virus protection measures. Maintenance of Mail Server. Mailing System preferable software maintenance and email setup (Microsoft Outlook), Lotus Domino, MS Exchange server and mail configuration, Mdaemon .To follow-up and monitor Servers, Web Server, Mail Server, Ms Exchange server and Database Server. Maintenance of IT inventory (IT Asset Inventory). Repair & maintenance all kinds of IT Equipment (log and/or list).Preparation maintenance of IT related inventory, Purchasing IT products like computer & network hardware, printer and photocopier toner and cartridges etc. and maintain accessories stocks.To ensure that company assets are maintained responsibly. Install work stations, set up hardware & load all required software as per policy. Monitor and analyze server, VMware visualization Vsphere Client-ESXi 5.1 Px70- Proxy Server, FS70- File Server/Backup Server, Sql70- DataBase Server, Tc70- Application Server, FS71- File Server, cloud service. Provide or Trouble shooting a large number of users IT supports of to all office staff and Software and application troubleshooting Such as AutoCad 2007, AutoCad 2013, AutoCad 2014, AutoCad 2015, Optitex 9.0, Optitex 9.6, Optitex 12 With License (Dongle Key) use for CAD/CAM Jingwei Machine- Paper Pattern Cutting Machine, Corel Draw12, Smart Curve4.3, ArtCAM Pro, NcStudio, Logoshop Software use for Gboss Laser Cutting Machine, Pattern Cutting Machine- PS1212 , PS1213 PS1215.To work as troubleshooter of all IT related equipments & others like computer, Internet, server, IP camera etc. Handle and resolve the users inquire promptly, physically/over the phone. Solve problem relating to hardware, software, LAN and printing. To identify and analyze hardware & software problems and take necessary steps for immediate solution.To provide System support in migration/upgrade to new hardware & tools to keep the standard of all IT equipment. Computer hardware maintenance or troubleshooting. Provides end user (to staff) training on all IT related equipment.IT management applications and employee management applications (HR/Admin). Attendance System and Monthly Payroll System Maintenance (WH-MIS System Software and iPac HR & Admin Payroll Software)To ensure regular system backup/server (DELL Poweredge 2950, Hp Proliant DL380, Dell EMC PowerEdge R730=04 Pcs, SAN Storage Dell EMC SCv2020=02 Pcs, SAN Switch Brocade 300=03 Pcs, Server Rack Vinanco 42U).To provide support remotely in another hub on other region. Perform on-site and remote first level of IT Support to end users. Any Special or Any other task as assign by the management time to time related to IT. Any other activities as per the requirements of the Management. Installation & maintenance of users Desktop & Laptop in all the work stations To Diagnose, troubleshoot, assemble and handle computer / laptop related problems in terms of hardware and software. Preparation of daily/Weekly /monthly Purchase report Assist in preparation of other day to day MIS report/Weekly Job Report. To provide Technical support to the users in resolving their day-to-day work problems; and support efficient use of standard software including operating system, application software, and Database system. Establishes and maintains contact with IT vendors for procurement, support and problem resolution. Web site maintenance including designing, modifying, upgrading, hosting, troubleshooting and backup. To Develop and Design & ERP Solution. Network printer troubleshooting, PABX troubleshooting Data recovery and disaster management. To face any unforeseen disaster, making appropriate plan within the limited resources and take necessary action to implements. To Oversee troubleshooting, systems backups, archiving, disaster recovery and provides expert support when necessary. To keep in touch with the Internet Service Provider (ISP) for maintaining the total bandwidth of the Company. To make an effective plan to supervise & monitor IT personnel. To Interact with all stations at regional level to help, resolve IT-related issues and provide answers in a timely manner. Prepare and maintain Bill of Materials (BOM) for various IT related equipments for the upcoming units. Good knowledge in Fashion/Apparel or Leather Goods business applications, ERP software, Order tracking system etc. Good knowledge in Google apps and Microsoft 365 service. Provide Maintenance support for Canon IR-2520, Konica Milonta-554e, Toshiba AC2000 Photocopier Machine. Working as a team member of Production Software Supporting Project(Power BI, TMIS & APS Under IM).

2. **Sr. IT Officer. (January 4, 2010 - February 2, 2013)**

ACS Textile(BD) Ltd.

Company Location : Tetlabo,Rupganj,Narayanganj

Department: Admin

Duties/Responsibilities:

.. System related Activities (i.e. Mail, Proxy, MRTG, DNS, and Bandwidth Management etc).

..Configure and monitoring the network connectivity of Factory through Radio/Router/Switch.

â Networking (Using 98, Windows ME, Windows 2003 , Win XP, Win 2000 Professional, Windows Server 2000/2003 and Linux Server for Internet etc.).

â Hardware & Network Troubleshooting(Computer assembling, any problem of computer solving) & and all kinds of IT Support for End user.

â Installation and troubleshooting Network modem, Switch, Access point, Printer.

â About 150 PCs Networking configure and maintenances (MikroTik RouterBoard 1100, NAS Device Thecus N8800PRO And B a r r a c u d a NETWORKS S p a m & V i r u s F i r e w a l l).

â Server configure for maintenances Database Management System(PMS).

â Database Server-SQL server

â Monthly payroll System maintenances.

â Working as a team member of ERP Project(Kormee&Kandaree).

â Crystal report modification as far as user requirement.

â Ensure technical compatibility and user satisfaction.

3. **Technical Executive (May 2, 2009 - January 3, 2010)**

CITech Cybernet Ltd.

Company Location : Aziz bhaban(6th Fl.),93,Motijheel C/A.

Department: Customer Care

Duties/Responsibilities:

Physically Support, Over telephone Solution.

(a) Client level IT support for system tools, sever access application, MS Office Application & Hardware both for user workstations & IT-Infrastructure.

(b) Ensure a secured network by checking the Anti-Virus updated status from server end and protect the network from unauthorized access.

(c) Bandwidth management through the bandwidth controller for the optimum use of bandwidth resources.

(d) Submission of weekly report to the departmental Head.

4. **Support Engineer (June 17, 2008 - December 25, 2008)**

Spark System Limited

Company Location : House#43,Road#04,Sec#03,Uttara Model Town,Dhaka.

Department: IT

Duties/Responsibilities:

ISP"s All Kind of Problem.

a) Planning & Implementation of overall Corporate Client Support.

(b) Call Center Management during Day & Night shift

(c) Corporate Client Management for Client Satisfaction by Value Added Service.

5. **Business Development Executive(IT Technical). (February 4, 2008 - June 16, 2008)**

Fortune Global Business Limited

Company Location : 185(11th Fl.),Elephant Raod,Dhaka-1205.

Department: IT Technical

Duties/Responsibilities:

To be Maintaining LAN And Internal Software.

6. **Network Engineer Maintaining Software and Hardware (June 25, 2005 - October 25, 2007)**

System Netware

Company Location : 174(4th Floor) , Tejkunipara, Tejgaon, Dhaka-1215,

Department: IT

Duties/Responsibilities:

Local Area Networking, maintaining Software and Hardware with in the many many Hospital, DC Office, Miles and others company for example:

IBNSina, Medinova, Popular, Modern, Afip, Meghna, Selina, Rain Bow, Al-Fouad, Chandoshi, Gulf, Al-Modina, Central point, Islamic Bank Hospital, Dc North, Dc south, Arif Enterprise in Dhaka City.

Academic Qualification:

| Exam Title | Concentration/Major | Institute | Result | Pas.Year | Duration | Achievement |
|--|---|--------------------------------|------------------------------|----------|-------------|--------------|
| Post Graduate Diploma in Telecommunication Engineering | Electronics and Telecommunication Engineering | University Grants Commission | CGPA:3.5 out of 4 | 2008 | 1.5 Year | B+ |
| MBA | Finance | ASA university Bangladesh | CGPA:3.56 out of 4 | 2008 | 16th Months | A- |
| B.Sc (Hons) in Computer Science & Engineering | Computer Science & Engineering | Dhaka International University | CGPA:3.58 out of 4 | 2005 | 4 Years | B+ |
| HSC | Science | Joypurhat Shahid Zia college | First Division, Marks :67% | 2000 | 2 Years | 1st Division |
| SSC | Science | Kola Bizly High School | First Division, Marks :65.9% | 1998 | 2 Years | 1st Division |

Training Summary:

| Training Title | Topic | Institute | Country | Location | Year | Duration |
|--|---|---------------------------------|------------|--|------|--------------|
| MikroTik RB450G | How To Setup MikroTik RB450G | BBTS | Bangladesh | Chittagong | 2014 | 03 Days |
| Kaspersky Administrative Kits | Kaspersky Open Space Security | Officextracts | Bangladesh | B 112, Masjid Road, New DOHS, Mohakhali,Dhaka-1206 | 2011 | 3 Days |
| Participated/Completed Professional Training (Achievements).Commercial Related. | Lc,Export,Import,Pricing,Drafting And so on. | AHB Cotton Ltd. | Bangladesh | Bakiul Mansion,Segunbagicha,Dhaka. | 2009 | 1 Weeks. |
| Assessment of Municipal Finance through Citizen Awareness & Participation under UGIIP at Savar Paura | Citizen Awareness & Participation(Holding Tax Collection) | LGED | Bangladesh | Savar Paurashava | 2009 | Three Months |
| 1.ISP setup & Administration using Linux.2.Radio Link and VSAT communication | Participated/Completed Professional Training (Achievements) | Genuity Systems (Dhaka Telecom) | Bangladesh | Dhaka | 2004 | 5 Months |

Professional Qualification:

| Certification | Institute | Location | From | To |
|--|---|--|------------------|------------------|
| Yellow Belt Certification | Ventura Leatherware Mfy. (BD) Ltd | Nilphamari. | May 31, 2016 | May 18, 2017 |
| IT In-Charge | Ventura Leatherware Mfy. Bd Ltd. | UEPZ,Nilphamari. | February 3, 2013 | August 18, 2018 |
| Sr. IT Officer. | ACS Textiles(BD) Ltd. | Tetlabo,Rupgonj,Narayangonj. | January 4, 2010 | February 2, 2013 |
| Technical Executive(Customer Care) | Citech Cybernet ltd | 93,Motijheel | April 28, 2009 | January 2, 2010 |
| Support Engineer | Spark System Limited | H#43,R#04,Sec#03,Uttara,Dhaka. | June 17, 2008 | January 17, 2009 |
| Business Development Executive(IT Technical) | Fortune Global Business Center. | 185(11th Fl.), Elephant Road,dhaka-1205. | February 3, 2008 | June 16, 2008 |
| Network Engineer Maintaining Software and Hardware | System Netware,174 , Tejkunipara, Tejgaon ,Dhaka-1215, Bangladesh | Dhaka | June 25, 2005 | October 25, 2007 |

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Present Salary : Tk. 50000
 Expected Salary : Tk. 30,000
 Preferred Job Category : Garments/Textile, IT/Telecommunication
 Preferred District : Anywhere in Bangladesh.
 Preferred Country : Italy, Japan, Malaysia, New Zealand, Sweden, Canada, France, Russia, Singapore, Switzerland
 Preferred Organization Types : Banks, Insurance, Telecommunication, Software Company, IT Enabled Service, ISP, Computer Hardware/Network Companies, NGO, Multinational Companies

Specialization:

| Fields of Specialization | Description |
|---|---|
| <ul style="list-style-type: none"> • Linux • LAN/ WAN • Windows 2000/ 2003 Server(s) | <p>ISP setup & Administration using Linux. Radio Link and VSAT communication • Networking (Using 98, Windows ME, Windows 2003 , Win XP, Win 2000 Professional, Windows Server 2000/2003 and Linux Server for Internet etc.). • Hardware & Network Troubleshooting (Computer assembling, any problem of computer solving) & and all kinds of IT Support for End user. • Microsoft Windows Server: Active Directory with MS Lync & Exchange Server support, FTP, DNS, SNMP, and Firewall etc can configure and manage.</p> <p>Antivirus Solution: Anti-Virus Server Installation, Configure & Troubleshoot using Kaspersky, Symantec & AVG for Large network in Windows platform.</p> <p>Anti-Spam Solution: Anti-Spam Server Installation, Configure & Maintenance using Commercial / Open Source software in both Windows & Linux platform.</p> <p>Backup & Cluster: Manage Backup or Restoring System using NAS Device Thecus N8800PRO Server for central backup in Large Windows Network.</p> <p>Mail Solution: Mail Server Installation & Maintenance using Commercial or Open Source software for single or multi domain in Linux & windows platform (Including Corporate feature).</p> <p>Unix/Linux: PDC, DNS, DHCP, Proxy, MRTG, Bandwidth Manager, FTP, File Server, PPPoE etc can configure and manage using Linux (Fedora, Redhat, CentOS, Free BSD, Mikrotik Router OS etc).</p> <p>Networking Devices : Barracuda Spam & Virus Firewall, FortiGate -100,100A,100C FortiNet Firewall Device, MikroTik RB1100 v5.6, RB450G v3.25, Motorola, ZyXEL, Linksys, D-Link, Punching Device NP311 , Net gear, Sonic-wall, Cisco and also can work with any traditional router, switch & wireless devices.</p> <p>Package Program : Microsoft Office 97-2013 etc.</p> <p>• Server configure for maintenances Database Management System. • Database Server-SQL server • Monthly payroll System maintenances. Working as a team member of ERP Project(Kormee, Kandaree&Deeraje).</p> <p>Ability to work with all levels of people across country and or organizational boundaries. To design, develop and prepare various MIS statements for taking strategic business decision for further improvement in different areas.</p> |

Extra Curricular Activities:

>Member Of Bangladesh Computer Society an Organization of Computer Professionals Estd. 1979. Registration No. : S 1638(53)/95 Membership No. :AM-07666. > Excellent interpersonal skills and ability to work under pressure.â€¢Dynamic, motivate, energetic, pro-active.â€¢Leadership Quality with positive attitude & having ability to take decision Independently.â€¢Organizing & Managing ability with problem solving & analytical skills.â€¢ Sincerity & Responsibility.â€¢ Honesty & Integrity.â€¢ Modern System adaptability & Creativity.â€¢knowledge about Windows/ Mikrotik/ Linux Server.â€¢Deep knowledge about LAN, WAN and TCP/ IP networks.â€¢Energetic & Dedicated about work. Understanding of network topology, DMZs, load balancing, fault tolerance, clustering, error handling operation and performance tuning. Knowledge of network routing and security protocols and implementations: TCP/IP, SSL, IPSEC VPN, SSL VPN, VLANs. Experience with Windows Server 2008 or later. Solid understanding of information, host and network security hardening and requirements networking protocols common intrusion techniques and common risk management concepts. Experience in troubleshooting and resolving database problems. Have knowledge and experience on Wireless Networking, CCTV, Printer, UPS etc. Working experience on Cisco and others VPN client. Experienced on Antivirus software. Able to solve End user problem swiftly. Flexible and able to adapt to a rapidly changing environment. Substantial technical skills with a strong desire to constantly expand skill set.Excellent problem-solving skills. Adherent to teamwork and always represent team in work and achievement. Motivated to learn and work with new technologies

Language Proficiency:

| Language | Reading | Writing | Speaking |
|----------|---------|---------|----------|
| English, | High | Medium | Medium |
| Bangla | High | High | High |
| Hindi | Low | Low | Medium |

Personal Details :

Father"s Name : Late. Mozaffar Hosan
 Mother"s Name : Mrs. Anjuman ara Begum
 Date of Birth : July 6, 1983
 Gender : Male
 Marital Status : Married
 Nationality : Bangladeshi
 Religion : Islam
 Permanent Address : Bharatta,Prodhunkundi,Badalgachi,Naogaon.
 Current Location : Dhaka

Reference (s):

| | <u>Reference: 01</u> | <u>Reference: 02</u> |
|--------------|--|------------------------------|
| Name | : Md. Mohirul Islam Khan | Md.Azaharul Islam |
| Organization | : LGED | ACS Textiles(BD) Ltd. |
| Designation | : Urban Management Suport Unit(UMSU) Off: RDCE Bhaban,Agargaon | AGM(IT) |
| Address | : Sher-e-Bangla Nagar,Dhaka-1207. | Tetlabo,Rupgonj,Narayangonj. |
| Phone (Off.) | : +88-029144103 | +88027452040 |
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| Relation | : Others | Others |

