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MD. MAZHARUL ISLAM FAKIR

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Career Objective:

A young energetic, dynamic, hardworking & highly self-motivated individual want to work in an environment where there is an opportunity of self-assessment & self-improvement in both individual & group based work.

Career Summary:

Competent at managing responsibilities in a high-volume atmosphere, Hard worker, quick learner and ability to assume responsibility work well under pressure as part of a team, Well-groomed appearance, polite, responsible and courteous manners, responsible, efficient and flexible. Ability to work in a fast-paced, intense environment-smoothly.

Employment History:

Total Year of Experience : 4.8 Year(s)

1. **Sr. Engineer- Technical Support (September 1, 2017 - Continuing)**

Wipro Ltd. (Grameen Phone IT Support)

Company Location : Grand Delvistaa(Level 4), Plot 1A, Road 113, Gulshan-2, Dhaka-1212

Department: IT Support

Duties/Responsibilities:

1. Ticket:

- @ Ticket printing operation management, directing & execution.
- @ Monitoring ticket return work & cross checked with accounts.
- @ Manage Ticket database user & PC management work.
- @ Execution ticket software rules from head office MIS time to time.

2. Networking :

- @ Ensure & monitor LAN & head office connectivity.
- @ Maintain Group active directory, file server and Mail server.
- @ Troubleshooting system and network problems and diagnosing and solving hardware Or software faults.
- @ Maintain Group active directory, file server and Mail server.
- @ Internet bandwidth manage

3. WIFI :

- @ Manage & establishment Resort & wifi connection.

4. Hardware & software :

- @ All computer hardware & it equipment of park active.

5. Finger print attendance machine :

- @ Take finger scan record of all employee.
- @ Active attendance finger machine network.

6. CC Camera :

- @ Installation of new CC Camera & regular maintenance.

7. Installation & Troubleshooting Blue box, Bit-Locker, Java 8.7, POS server.

8. Online support to customer/ Vendor through Email/ Messenger/ Phone.

9. Handling the trouble ticket system.

10. Knowledge of standard IT tools (Telnet, SSH, Putty, FTP etc.).

11. Configure and manage Cisco Firewall, router and switches.

12. Configure and manage IP routing like BGP, OSPF and EIGRP etc.

13. Ensure SLA timeline.

2. IT Executive (January 1, 2014 - August 31, 2017)**Fabian Group**

Company Location : 159/D Kunipara, Tejgaon I/A, Dhaka-1217

Department: IT

Duties/Responsibilities:

1. Support PC- Hardware, Troubleshooting, Maintenance, LAN, MAN, WAN.
2. Support regarding Microsoft office outlook, MS Excel, PowerPoint, PC troubleshooting, Printer troubleshooting and network support. Maintain data sharing, mail sharing, printer sharing.
3. To Maintain Server 2012 R2(mail server, File server, Print server, FTP Server).
4. To maintain hardware, Troubleshooting, Wi-Fi router and own database software.
5. To maintain CCTV, Attendance punch Machine, Door scanner by ZKTeco .
6. Configuration TCP/IP Network, IP printer, IP Web Cam, Distribute Internet or IP, IP Phone.
7. Online support to customer/ Vendor through Email/ Messenger/ Phone.
8. Plans, designs, develops, and implements methodologies for VPN, VLAN & Bandwidth control.
9. Configure and manage GRE tunneling to route traffic between different Layer-3 networks.
10. Configure and manage different type of VPN (IPSec, GRE, EoIP, PPTP, L2TP etc.).

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
MSc in CSE	Computer Science & Engineering	Islamic University	CGPA:3.04 out of 4	2016	1
BSc in CSE	Computer Science & Engineering	Dhaka International University	CGPA:3.23 out of 4	2014	4
Diploma-in-Engineering	Computer Technology	Mymensingh Institute of Science & Technology	CGPA:3.77 out of 4	2009	4
SSC	Science	Mukul Niketon High School	CGPA:3.06 out of 5	2005	2

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Windows Server 2012 R2	Active Directory, Join windows 7 with a DC, User Management & Map Drive, Permission, Group Policy, DHCP, FTP, Additional Domain Controller, Secondary DNS, AD Backup	TSoft IT	Bangladesh	57/14 (8st floor),F Hoque Tower , Dhaka-1215	2017	6 Months
Linux	Configure & Maintain DNS, Proxy, DHCP, Web Servers, FTP Server and Mail Servers using Linux. Configure Firewall & Routers.	Tsoft IT	Bangladesh	57/14 (8st floor),F Hoque Tower , Dhaka-1215	2017	6 Months
Cisco Certified Network Associate (CCNA)	1.Introduction and OSI Reference Model 2.IPv4, TCP/IP 3.Subnetting 4.Cisco Router Configure 5.Routing (Static,Dynamic and Default) 6.Switching(VLAN) 7.ACL,NAT(Static,Dynamic & PAT) 8.IPv6 (Addressing,DHCP,Routing) 9.WAN (PPP,) 10.Wireless LAN, DHCP,VPN 11. Backup	Tsoft IT	Bangladesh	Subastu Arched, Elephant road, Dhaka-1205	2016	6 Months
MikroTik	Mikrotik Router: Routing, Link redundancy, Load Balance, Fail-over, Bandwidth Control, Youtube control, VLAN, PPPoE, DHCP, Hotspot, Backup recovery, Wi-Fi, MAC Bind, 100 % expert in MikroTik (all feature).	Tsoft IT	Bangladesh	Subastu Arched, Elephant road, Dhaka-1205	2016	6 Month
Windows Server 2008 Administration	1.Windows Server 2008 Installation 2.Active Directory for DC and ADC 3.OU,User and Group Management 4.DHCP, IIS and FTP Server 5.File and Print Server 6.Backup and Restore	INFO NETWORKS LINK (INL)	Bangladesh	57/14 (1st floor), West Panthapath, Dhaka-1215	2014	3 Months

Professional Qualification:

Certification	Institute	Location	From	To
Cisco Certified Network Associates (CCNA)	DAFFODIL INSTITUTE OF IT	64/3, LAKE CIRCUS, KALABAGAN, MIRPUR ROAD, DHAKA-1	October 23, 2008	November 30, 2008
HARDWARE, NETWORK & LINUX	DAFFODIL INSTITUTE OF IT	64/3, LAKE CIRCUS, KALABAGAN, MIRPUR ROAD, DHAKA-1	September 16, 2008	November 23, 2008

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Present Salary : Tk. 28000
 Expected Salary : Tk. 40,000
 Preferred Job Category : Bank/Non-Bank Fin. Institution, IT/Telecommunication
 Preferred District : Anywhere in Bangladesh.
 Preferred Country : Ireland, New Zealand, United Kingdom, United States,
 : Brazil, Romania, United Arab Emirates
 Preferred Organization : IT Enabled Service, ISP
 Types

Specialization:

Fields of Specialization	Description
<ul style="list-style-type: none"> • MS Word/ Excel/ PowerPoint/ OneNote • Windows Administration • Cisco • Windows Server 2012 R2 	Active Directory, DHCP, Group Policy, FTP, DNS, Windows server Backup and Restore, Managing User Account.

Language Proficiency:

Language	Reading	Writing	Speaking
Bangali	High	High	High
English	High	High	High

Personal Details :

Father"s Name : Md. Saiful Islam Fakir
 Mother"s Name : Anwara Islam
 Date of Birth : January 1, 1990
 Gender : Male
 Marital Status : Unmarried
 Nationality : Bangladeshi
 Religion : Islam
 Permanent Address : 13/ A / 6 Brammopally Road, Charpar bazar, Mymensingh-2200
 Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Mohammad Mustafizur Rahman	Abir Mohammed Mustofa
Organization	: FIRST SECURITY ISLAMI BANK LTD.	Brac Bank
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Relation	: Relative	Relative