

Last Updated : **November 10, 2017**

MD. RAFIQUUL ISLAM

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Career Objective:

Develop a career in IT related jobs & prove my skill in this segment where my strength can play a significant role to achieve the goal.

Career Summary:

I hereby do declare that the information provided herewith is accurate to the extent of my knowledge

Special Qualification:

All Kinds of Notebooks , Desktops , Printers, Scanners, Inatallation, Service& Maintenance .Server (HP & DELL), LAN, WAN Installation & Maintenance

Employment History:

Total Year of Experience : 11.2 Year(s)

1. Assistant Manager, Customer Support (Hardware) (March 1, 2008 - Continuing)

Flora Limited

Company Location : House-11, Road-05, (2nd Floor), Dhanmondi R/A, Dhaka-1205.

Department: Hardware

Duties/Responsibilities:

Providing Hardware as well as Software Solution and Troubleshooting for HP, DELL & FLORA PC, HP Server, HP Laser Printers, EPSON Multimedia Projectors & other Computer related equipments.

Experience in working with Windows XP, Windows7, Windows8 Windows server 2003, Windows server 2008 & Ubuntu Linux Installation, maintenance & troubleshooting.

LAN- Installation, Configuration & Trouble shooting.

Support end users for Applications & Hardware related issues.

Diagnosis of Software and Hardware related problem of customer support.

Prepare weekly, monthly, quarterly and annual reports.

Server (HP & DELL), LAN, WAN Installation & Maintenance

IT Related: Colon PC, Brand PC (HP, Dell) Notebook (HP, Dell), Printer (HP LaserJet, DeskJet, Photo smart. EPSON -Inkjet, LaserJet Dot Matrix), Software Installation, Trouble Shooting, & Repair.

UPS Installation , Battery Change & Service.

Canon Copier (Digital) & Fax (Inkjet/Laser) Installation

2. Hardware Engineer (October 1, 2007 - February 27, 2008)

MIZAN TRADE INTERNATIONAL

Company Location : Ecs Computer City,Shop-446-447, Multiplan Centre,

Department: Hardware & Service

Duties/Responsibilities:

All Printer, Scanner, Pc, Notebook Installation , Service , Repair & Maintanance

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
Diploma Engineering	Computer	patuakhali Polytechnic Institute	CGPA:3.48 out of 4	2007	4 years	-
SSC	Science	Nalcity Merchant High School	CGPA:3.94 out of 5	2003	2 years	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Hardware & Networking	Basic Hardware & Networking	Daffodial Institute Of IT	Bangladesh	Dhanmondi, Dhaka	2007	6 Month

Professional Qualification:

Certification	Institute	Location	From	To
Hardware & Networking	Daffodial Institute Of IT	Dhanmondi	August 1, 2006	January 30, 2007

Career and Application Information:

Looking For : Top Level Job
Available For : Full Time
Present Salary : Tk. 40000
Expected Salary : Tk. 30,000
Preferred Job Category : IT/Telecommunication, Customer Support/Call Centre
Preferred District : Anywhere in Bangladesh.
Preferred Country : Germany, Italy, Japan, Malaysia, Saudi Arabia, United Kingdom, United States, Canada, Singapore, Switzerland
Preferred Organization : Telecommunication, Retail Store, Software Company, IT Types
Enabled Service, ISP, NGO, Logistic/Courier/Air Express Companies, Multinational Companies, Travel Agent, Immigration & Education Consultancy Service, Security Service, Real Estate

Language Proficiency:

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

Personal Details :

Father"s Name : Late Md. Sultan Ahamed Sikder
Mother"s Name : Kulsum Begum
Date of Birth : June 16, 1988
Gender : Male
Marital Status : Married
Nationality : Bangladeshi
Religion : Islam
Permanent Address : Vill & Post:: Jurkati; Thana: Nalcity; Dist; Jhalokati
Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Md. Obydul Haque	Md. Rezaul Haque
Organization	: Bangladesh Army	Wealth Development & Management Ltd.
Designation	: LT Colonel	CEO
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Relation	: Relative	Relative
