

Last Updated : **March 9, 2018**

## **MD. SHAHNEOAJ HABIB SETU.**

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### **Career Objective:**

Being involved with challenging job that requires superior technical skills where I can utilize best of my creativity and knowledge, preferred in Networking, Information technologies.

### **Career Summary:**

\*\*I was involved in Logitech Computers at BCS Computer city as a service Eng. I was working there almost 18 months. \*\* I involved in an Internet service provider as Asst. Support Engineer since 1st August 2007. to 31st October 2009. Dekko Airnet Ltd. ( A sister concern of Dekko Group ) 13.Karwan Bazar, T.K Bhaban (17th floor).

### **Special Qualification:**

I have done here many IT project as project manager. I have looked after overall responsibility for the successful initiation, survey, planning, design, execution, monitoring, controlling and closure of a project.

### **Employment History:**

**Total Year of Experience : 13.0 Year(s)**

1. **Asst. Manager, Customer Support ( April 13, 2010 - Continuing)**

**EMEM SYSTEMS LTD. (A Sister concern of ISPAHANI GROUP),BTCL Authorized Outsourcing Company .**

Company Location : Road:11, House:3, 6th Floor, Banani Dhaka

Department: Customer Support

**Duties/Responsibilities:**

IT System Management, Lan, wan, router Support. Mikrotik server configuration.

# Supervise CCTV surveillance systems.

# Updating inventory of all hardware, networking components and maintaining proper documentation.

# Diagnosis about software and hardware related problem of any Computer over the network.

# Biometric access control setup and configuration.

# Install, Operate & Maintain of Wireless, ADSL Link, Router and switch.

#Networking experience in network design, configuration, maintenance and operation of routes,

# PC troubleshooting & Hardware Support, Software Implementation.

# Administration of LAN, WLAN, Access point, Router, Switch, etc.

# Maintaining & administrating the Local Area Network #Install configure and maintain the ADSL equipment and network.

# Assist in Planning, reviewing and monitoring quality improvement measures for IT Process within the Business Process Automation as a part of continuous improvement process.

# Network connectivity and maintain

# Network troubleshoot

# Project survey, lay out design.

## Generally I provided VIP client support here, specially

1. Ministry of Foreign 2. Ministry of Defense

3. City Corporation (Nagar Bhaban) 4. DGFI Head Quarter

5. Institutes of Engineers Bangladesh. (IEB) 6. General post Office. (GPO)

7. NAM Bhaban. 8. DC office, Police Super Office, Dhaka.

9. CID Head Quarter 10. Ministry of post and Telecommunication. etc.

**2. Exe. Monitoring Ceel. ( November 1, 2009 - March 31, 2010)**

**Harvest Rich Industries LTD. (A Sister concern Of HARVEST GROUP)**

Company Location : Road-13, Anannya Complex , DOHS-Baridhara,Dhaka

Department: Monitoring Cell.

**Duties/Responsibilities:**

Responsible for maintain Dealer requirement. Collect data and reporting to Management.

**3. Support Engineer ( August 1, 2007 - October 31, 2009)**

**Dekko Airtel Ltd. ( A Sister Concern Of DEKKO GROUP)**

Company Location : T.K Bhaban, 17th Floor, 13 Karwanbazar.Dhaka

Department: Customer Support

**Duties/Responsibilities:**

# Indoor & Outdoor Modem setup

# Network troubleshoot

# Over phone customer support

#Corporate support

# Diagnosis about Hardware and Software related problem of any computer over the network.

# Maintain LAN. Broadband Internet and Databases. Plan & implement data backup system.

#Remain responsible for day-to-day support services for the office network and IT systems Office.

#Install, Operate, maintain of wireless and Fiber link, Router and Switch.

# Planning and Design, install, configure and maintain of fiber optic network and equipment.

# To support to necessary Software Installation, Configuration, upgrade Database under Windows platform & trouble shooting and LAN set up.

**4. Service Engineer ( June 1, 2005 - December 31, 2006)****Logitech Computers & Electronics**

Company Location : BCS Computer City, 3rd floor, Agargaon, Dhaka.

Department: Customer Support

**Duties/Responsibilities:**

Computer Troubleshooting, over phone customer support,

# Create and implement system designs relating to hardware and software.

# Prepare and present design reviews to teams and other groups of customers.

# Identify root causes of complex technical and non-technical problems.

# Analyze and evaluate alternate approaches to solve technical and non-technical problems.

# Determine and identify requirements for electronics design tasks.

# Assist, support and coordinate with both internal and external customers.

# Define test and assembly processes.

# Create test plans and run tests.

# Debug hardware for the integration of products phase.

# Maintain and update complete design documentation

**Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Diploma-In-Engineering	Computer	Micro Institute of Technology	CGPA:3.16 out of 4	2006	4 Years
SSC	Science	Mohisbathan High School	First Division	1998	Two Years

**Career and Application Information:**

Looking For	: Mid Level Job
Available For	: Full Time
Expected Salary	: Tk. 0
Preferred Job Category	: IT/Telecommunication, Customer Support/Call Centre
Preferred District	: Anywhere in Bangladesh.
Preferred Organization	: IT Enabled Service, ISP, Computer Hardware/Network
Types	Companies, Engineering Firms, Call Center

**Specialization:**

Fields of Specialization	Description
• IT Support Service	Able to do hard working,shifting duty,responsible to maintain document and reporting to management.

**Extra Curricular Activities:**

Able to deal quickly and efficiently with customer enquiries or complaints by phone or email. Ensure accelerate customer orders, including keeping them informed of delays or early fulfillment.

**Language Proficiency:**

Language	Reading	Writing	Speaking
Bengali	High	High	High
English	High	High	Medium

**Personal Details :**

Father"s Name : Abdul Matin.

Mother"s Name : Mrs. Laila Arjuman.

Date of Birth : December 1, 1982

Gender : Male

Marital Status : Married

Nationality : Bangladeshi

Religion : Islam.

Permanent Address : Vi: Gofanagar. Po: Mohisbathan. Mohadevpur, Naogaon

Current Location : Dhaka

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