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MD. SHIFUL ISLAM

Address: House#96, Lane#12, Purbachal, North Badda, Badda, Dhaka.1212
Mobile : 01962400073
email:shifislam2015@gmail.com



Career Objective:

I am a confident, motivated, reliable and hard working person with a flexible approach to work and willingness to learn new skills. Basically I want to utilize my skills and abilities in the well grow of company that offers Professional growth while

Employment History:

Total Year of Experience : 5.9 Year(s)

1. Associate Engineer System and Support (October 9, 2016 - Continuing)

Business Automation Ltd

Company Location : BDBL Bhaban, 12, Kawran Bazar, Dhaka- 1215, Bangladesh

Department: Information And Security

Duties/Responsibilities:

- # Maintain and Implementing of all internal and external Networking, Servers, Databases and Application System.
- # Maintain Information Security, creating and implementing policies for a secured user environment for internal network system and also for the projects data centers.
- # Designing, Creating Specifications, Implementing and configuring Data-center for various government and private projects.
- # Preparing servers for Database and Application and maintain administrative role of these servers.
- # Works as a resource person for R&D related works.
- # Works as a technical person for pre-sells of any project.
- # Co-ordinate projects as a technical person.
- # Playing a vital role for Virtualization and Cloud System (AWS) administrator.
- # Communicate with clients for all sorts of technical issues.

2. Customer Care Department (January 19, 2012 - August 5, 2015)

Banglalink, Orascom Telecom.

Company Location : Gulshan, Dhaka

Department: Customer Care Officer

Duties/Responsibilities:

- Provides customer support and handles the complaints, queries, request etc of clients
- Ensures that all the request, queries and complaint of customer are responded in a timely and professional manner
- Responsible for proper scrutiny and recording of the complaints received from customers
- Provides all Back-office support tasks like sending and receiving mails
- Obtain and evaluate all relevant information to handle product and service inquiries
- Perform customer verifications
- Communicate and coordinate with internal departments

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
MSS	Economics	National University	Second Class	2011	-
BSS	Economics	National University	Third Class, Marks :43.05%	2010	-
HSC	Science	Ideal College, Dhanmondi, Dhaka	CGPA:3.7 out of 5	2006	2
SSC	Science	Badda Alatunnesa High School, Dhaka	CGPA:3.88 out of 5	2002	2

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Red Hat Certified System Engineer	Red HatSystem Engineering	Linux Pathshala	Bangladesh		2018	8 months
Amazon Web Service (AWS)	AWS system administration	Linux Pathshala	Bangladesh		2018	1 months
CCNA Routing and Switching	• All sorts of Routing Protocols and configuring routers. • Setup Cisco routers and switches.	Dot Com Systems Limited	Bangladesh	Lalmatia, Mohammadpur, Dhaka	2016	40 Hours
Red Hat System Administration	Understand and use essential tools. Operate running systems. Configure local storage. Create and configure file systems. Deploy, configure, and maintain systems. Manage users and groups. Manage security. System configuration and management. Network services. Database services	Dot Com Systems Limited	Bangladesh	Lalmatia, Mohammadpur, Dhaka	2016	240 Hours

Professional Qualification:

Certification	Institute	Location	From	To
Diploma in Networking Technology	IDB-BISEW IT Scholarship	IDB Bhaban, 4th Floor, Agargaong, Dhaka- 1207	August 8, 2015	October 19, 2016

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Present Salary : Tk. 25000
 Expected Salary : Tk. 20,000
 Preferred Job Category : IT/Telecommunication
 Preferred District : Anywhere in Bangladesh.
 Preferred Country : Ireland, New Zealand, Saudi Arabia, United Kingdom,
 Australia, Canada
 Preferred Organization Types : Software Company, IT Enabled Service, Computer
 Hardware/Network Companies, Garments, Buying House,
 Call Center, Super store

Specialization:

Fields of Specialization
<ul style="list-style-type: none"> • AWS • ccna • RHCE • RHCA • Virtualization • blockchain • R&D

Language Proficiency:

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

Personal Details :

Father"s Name : Abdul Khaleque
 Mother"s Name : Hiron Naher
 Date of Birth : January 13, 1988
 Gender : Male
 Marital Status : Unmarried
 Nationality : Bangladeshi
 Religion : Islam
 Permanent Address : Vill: Bashgari, P.O. Kalinagar, P.S. Kalkini, Dist: Madaripur
 Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Md. Shiful Islam Sabuj	Zaber Bin Hanjala
Organization	: Business Automation Ltd.	Bhuiyan Institute of Technology
Designation	: Head of Information and Security	System Administrator & Senior Lecturer
Address	:	
Phone (Off.)	:	
Phone (Res.)	:	
Mobile	: 8801711163535	880 01552459584
EMail	: sabuj@batworld.com	zaber.hanjala@gmail.com
Relation	: Professional	Professional