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MIZANUR RAHMAN

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Career Objective:

A position with challenging responsibility where I may get an opportunity to utilize my educational training and experience while gaining exposure to a wide range of personnel function with particular emphasis on IT sector .

Career Summary:

- i) Leading the I.T. Service & Maintenance Department as the head of the Department.
- ii)I have already Trained over 8000 people on our ERP Solution provided by IFS RESEARCH & Development PVT LTD. (Sri Lanka) which includes several modules i.e. HR & Admin, Supply Chain Management, Inventory Management, Shop, Floor Management, Accounting , Finance & customer Service management.

Special Qualification:

ï Diploma In Computer Science & Technology passed under (NTRAMS) Bogra in 1998.
From- Computer Palace, Mirpur-1, Dhaka
Result- âAâ Grade.

ï RHCE â Completed Red Hat Certified Engineer, from

Employment History:

Total Year of Experience : 24.0 Year(s)

1. **Service Officer (July 1, 2007 - Continuing)**

Singer Bangladesh Limited

Company Location : Dhaka

Department: Singer Service Center

Duties/Responsibilities:

- I. Served as subject matter expert for power electronics queries.
- II. Designed and implemented system hardware and accompanying control algorithms.
- III. Ensured all customer specifications were met in design details.
- IV. Furnished Franchise team support as needed.
- V. Performed component material operations to meet customer specifications.
- VI. Responded to customer queries and feedback.
- VII. Reading blueprints and installing AC system with complete components
- VIII. Checking and inspecting if the system is working properly and making adjustment as necessary
- IX. Educating clients on taking care of the system and when to call technicians
- X. Performing repair work and providing regular maintenance services to clients
- XI. Repairing and replacing damage and malfunction parts
- XII. Inspecting, fixing, and checking package types and split type
- XIII. Inspected and repaired AC systems and maintained indoor air quality
- XIV. Installed, serviced, and maintained air conditioning system for residential, commercial, and industrial clients
- XV. Evaluated job and worked all types of tools and equipment
- XVI. Checked and safely disposed off harmful substances used in cooling
- XVII. Provided emergency repair and maintenance services to clients
- XVIII. Ordered and checked supplies and submitted invoices to the account department

2. IT Manager (April 1, 2005 - July 31, 2007)**Bonny Knit Fashion**

Company Location : Dhaka

Department: IT

Duties/Responsibilities:

- i) Setting the business requirement by collecting information about company's business and analyze to establish an IT Department for the company. However, the department was headed by me.
- ii) Creating, Managing and Maintaining a Database System for the HR Department to automate the Salary and Over Time process as per international labor law and also as per company requirement.
- iii) Planned, Designed & Implemented and Managed Local Area Network having 20 PCs using a Network Printer.
- iv) Any Complex Troubleshooting and Performing Maintenance at any level of Hardware, ranging from configuring & assembling PCs, repairing printers and monitors.
- iv) Performing graphical works to design any embroidery if needed. Designed the company's ID card and then scanning photos, editing and printing necessary cards in every month using Adobe Photoshop and Adobe Illustrator, were also my responsibility.
- v) Requirement analysis, system design and implementation in a team environment.
- vi) Design optimized database according to the business needs.
- vii) Strongly maintain and follow the coding standard.
- viii) Write and maintain development and system documentations.
- ix) Identify the functional and technical requirements of the application.

3. Hardware Engineer (February 1, 2000 - March 31, 2005)

Anamika Traders

Company Location : Dhaka

Department: IT

Duties/Responsibilities:

- i) Supervision of the network system, PC assembling, installation Printer & Monitor repairing.
- ii) Pay regular visit to clients inside and outside of Dhaka.
- iii) Purchasing & procuring of all software, hardware and other IT supplies of the Company.
- iv) Submit techno-commercial offer to customers.
- v) Keeping the track of the offers made to the customers and the quotations requested from the suppliers.
- vi) Marketing of computer hardware servicing and maintenance, to different corporate office & computer markets.
- vii) Communicate with different ad agencies and vendors
- viii) Hardware /software fault detection and vendor liaison
- ix) Maintain a current and accurate inventory of technology hardware, software and resources and provide the information to Management.
- x) Provide technical support to the users in any complex level

4. Hardware Assistant (October 1, 1998 - February 28, 2000)**Computer Velage**

Company Location : Dhaka

Department: IT

Duties/Responsibilities:

Servicing and trouble shooting any Desktop PCs in terms of both Software and Hardware and meeting the time schedule was the key point.

5. Instructor & Service Engineer (October 1, 1997 - July 31, 1998)**Computer Palace**

Company Location : Dhaka

Department: IT

Duties/Responsibilities:

Teaching on several Courses i.e. DOS, Word Perfect, Lotus, QBasic, Windows 3.1 and Windows 95, coordinating and taking exams, writing questions and so on.

Implementing, Managing & Maintaining the Network System, Hardware, Software & other servicing.

6. Dept-In-Charge, Emergency Light, (January 1, 1995 - September 30, 1997)**Micro Electronics Ltd.**

Company Location : Dhaka

Department: Electronics Moving Message Display, EPS & UPS Dept

Duties/Responsibilities:

Supervision of production, installation, repairing servicing of Emergency Light, Electronics Moving Message Display, EPS & UPS.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
M.Com	Management	National University	Second Class, Marks :50%	1998	2 Years
ÂçÂ¬→Âç B.Sc in Electrical & Electronics Engineering (EEE) under Government & UGC	IT	America Bangladesh University, Dhaka	CGPA:3.52 out of 4	2013	4
BA Pass	Arts	National University	Second Class, Marks :50%	1996	2 Years
Diploma in Electronics	Electronics	Dhaka Polytechnic institute, Dhaka	First Division, Marks :64%	1994	3 Years
SSC	Science	Isapura Central High School, Laksham, Comilla	First Division, Marks :64%	1991	2 years

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
RHCE	GW, PROXY, DNS, WEB Server, DHCP, Mail Seerver, Samba Sever, FIREWALL, Application Server etc.	Daffodil Institute of Information Technology	Bangladesh	Dhaka	2008	1 Year
MCSA	System Administrator on Windows Server 2003	Desktop Computer Connection Ltd.	Bangladesh	Dhaka	2004	8 Months
Diploma In Computer Science & Technology	Computer Basic & Fundamental, Qbasic & dBase Management System, DOS, MS Windows 95, Micro Computer, Maintenance à¬¬ Hardware & Software, Technical Report Writing	National Training & Research Academy for Multilingual Shorthand (NTRAMS)	Bangladesh	Dhaka	1996	1 Year

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Expected Salary : Tk. 40,000
 Preferred Job Category : IT/Telecommunication, Marketing/Sales
 Preferred District : Anywhere in Bangladesh.
 Preferred Organization : Electronic Equipment/Home Appliances
 Types

Specialization:

Fields of Specialization	Description
<ul style="list-style-type: none"> • LAN/ WAN • Linux • MS Word/ Excel/ PowerPoint/ OneNote • MySQL • PHP • Printer Servers • Windows Administration • Windows XP/ 2000/ ME/ 98 	<ul style="list-style-type: none"> • Outstanding planning & organizational skills, • Problem analysis and resolution skills • Ability to understand & develop solutions with a sense of urgency and attention to detail • Ability to multi-task and manage a significant workload effectively under pressure • Proactive, independent thinker, with a willingness to "step outside the box" and take responsibility for decisions • Excellent interpersonal skills - ability to effectively influence staff and relate at partner levels • Excellent verbal and written communication skill with fluency in both English and Bangla. • Responsible, self-motivated individual who takes ownership and accountability • Comfortable in dynamic, fast paced, emerging company environment • Has a history of quickly learning new tasks and over coming challenges through determination. • Define the scope of work necessary for any preparation and implementation • Quickly coordinate distribution as required information basis to all participants. • Research and recommend solutions to design any problems, including conflicts, interferences and errors/omissions.

Language Proficiency:

Language	Reading	Writing	Speaking
English	High	High	High
Hindi	Low	Low	High
Bangla	High	High	High

Personal Details :

Father"s Name : Habibur Rahman
 Mother"s Name : Humaira Akter
 Date of Birth : March 14, 1974
 Gender : Male
 Marital Status : Married
 Nationality : Bangladeshi
 Religion : Islam
 Permanent Address : Khondaker Palace, Mahmud Nagar Sarulia-1361 CT-12575 West
 Dogair Demra, Dhaka
 Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Md Aminul Islam	G N Mamoon
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