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MR. ZIABUL HOSSAIN

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Career Objective:

A confident and reliable IT support engineer with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, etc.

Career Summary:

A confident and reliable IT support engineer with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administrator and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator can relate well with people at all levels.

Special Qualification:

- 1.Experience as a Team Leader for projects and systems migrations.
- 2.A positive attitude towards customer service and good communication skills.
- 3.Working on Microsoft Technology(Active Directory, DNS Server, File Server, DHCP Server, Outlook)

Employment History:

Total Year of Experience : 9.3 Year(s)

1. **IT Executive (October 10, 2011 - Continuing)**

United Group International(UGI)

Company Location : Road#16/A,House#1/A, Goulshan-1, Dhaka.

Department: IT

Duties/Responsibilities:

- Maintenance and configure MSQl Server (Query and Backup Data).
- ERP Client support by remotely using TV, VNC, and Locally.
- Responsible for networking, design, installation and maintenance services.
- Supporting users and network administrators over online, telephone and email.
- Working on Microsoft Technology (Active Directory, DNS Server, File Server, DHCP Server, Outlook)
- TCP/IP networking and hardware maintenance and repair.
- Support and configure wireless Network.
- Assisting the network manager with support requests.
- Maintain the company network infrastructure.
- Networking and providing support for Windows issues.
- Configuration and testing of any new hardware and software.
- Travelling to client sites to help with installs, deployment, and troubleshooting.
- Management of the daily data backup and retrieval scheme.
- Installing and operating Windows desktop, Laptop , windows server and Mac OS.
- Training new employees.
- ERP System configure and maintenance.
- Ensure computer hardware is safe & complies with health and safety legislation.
- Maintenance and configuration development PC.
- Software testing and Implement .
- Antivirus server configuration and maintenance.

2. Support engineer (October 1, 2009 - September 30, 2011)**Digital computers**

Company Location : Head Office: 273, Taltola ,Near BCS Computer City

Department: Support

Duties/Responsibilities:

- Supporting users and network administrators over the telephone and by email.
- Maintain the company network infrastructure.
- Networking and providing support for Windows PC.
- Installing and operating Windows desktop, Laptop and server operating systems.
- Configuration and testing of any new hardware and software.
- Travelling to client sites to help with installs, deployment, and troubleshooting

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Computer Science & Engineering	Computer Science & Engineering	Northern University Bangladesh	CGPA:2.47 out of 4	2013	4 Year
Diploma in Computer Engineering	Computer	Cox" Bazar Polytechnic Institute [Foreign Institute]	CGPA:3.13 out of 4	2008	4 Years
SSC	Science	Kalauzan Goursundar Institute	CGPA:2.88 out of 5	2002	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Enterprise Network Engineering Program.(ENEP)	Industrial Training, windows server, linux	New Horizon	Bangladesh	Chittagong	2007	3 Manth

Professional Qualification:

Certification	Institute	Location	From	To
CCNA	New Horizon	Chittagong	December 24, 2008	March 14, 2009
A+ Hardware	New Horizon	Chittagong	June 5, 2007	October 15, 2007

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Present Salary : Tk. 24000
 Expected Salary : Tk. 20,000
 Preferred Job Category : Engineer/Architect, IT/Telecommunication
 Preferred District : Chattogram, Cox"s Bazar, Dhaka, Rajshahi, Sylhet
 Preferred Country : China, Saudi Arabia, Canada, France, Switzerland
 Preferred Organization : Banks, IT Enabled Service, ISP, Computer
 Types Hardware/Network Companies, Govt./ Semi Govt./ Autonomous body, Engineering Firms

Specialization:

Fields of Specialization	Description
<ul style="list-style-type: none"> • Microsoft technologys • Instillation OS • Database Configuration 	<p> • Experience as a Team Leader for projects and systems migrations. • A positive attitude towards customer service and good communication skills. • Experience of Windows XP, 2007,2008, 2010 Server 2003,08,12 and Mac OS. • Commercial technical support experience of servers and network infrastructure. • Maintain and Configuration Visual Studio 2008/2010/2012 • Maintain and Configuration SQL Management Server 2008/2012 • Maintain and Configuration Oracle 10g/10g client. </p>

Extra Curricular Activities:

• Networking • Switches / Routers • SQL Management Server-2008 • Visual Studio 2008, 2010, 32012 • Microsoft technologies (Active Directory, File Server, Mail Server,)
 • Remote support tools

Language Proficiency:

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

Personal Details :

Father"s Name : Mr. Hasan Ali
 Mother"s Name : Mrs. Laila Begum
 Date of Birth : October 28, 1986
 Gender : Male
 Marital Status : Unmarried
 Nationality : Bangladeshi
 Religion : Islam
 Permanent Address : Vill: North Klauzan(Shakder Para), P.O: East Kalauzan, P.S: Lohagara,
 Dist: Chittagong, Bangladesh
 Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	Mohammad Abdus Salam Chowdhury	Mr. MD. Imtiaz Uddoulla
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Relation	: Academic	Professional
