Last Updated : *October 1, 2017*

PRIYATOSH TALUKDER

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Career Objective:

To seek challenging assignment and responsibility, with an opportunity for growth and career advancement as successful achievements.

Employment History:

Total Year of Experience : 13.3 Year(s)

1. **Assistant Manager IT (May 1, 2017 - Continuing)**

   Le Meridien Dhaka
   Company Location : Dhaka, Bangladesh
   Department: IT
   Duties/Responsibilities:
   * Install and perform minor repair to hardware, software, and peripheral equipment, following design or installation specification.
   * Oversee the daily performance of computer systems.
   * Set up equipment for employee use, perform or ensuring proper installation of cable, operating system, and appropriate software.
   * maintain daily record of daily data communication transaction, problems and remedial action taken, and installation activities.
   *Read Technical manual, confer with users, and management to establish requirements for new systems or modifications.
   * develop training materials and procedures, and/or train users in the proper use of hardware and software.
   * Supervise and coordinate workers engaged in problem-solving, monitoring, and installing data communication equipment and software.
   * modify and customize commercial programs for internal needs.
   * Answer user"s inquiries regarding computer software and hardware operation to resolve problems.
   * Enter commands and observe system functioning to verify correct operations and detect errors.
   *Maintain daily, weekly and monthly data backup and kept it in safe deposit. Update and log the security system to all required devices.
   * provide guest and associates IT support and data security as per Starwood standard.
   * Conduct office automation feasibility studies, including workflow analysis, space design, and cost comparison analysis.

2. **Executive IT (December 15, 2014 - April 30, 2017)**

Le Meridien Dhaka
Company Location : Dhaka
Department: IT
__Duties/Responsibilities:__
Project Management-
â•¢ Configure, Monitor, Troubleshoot all network devices.
â•¢ Constant monitor all servers, Telephony systems.
â•¢ Integration of new IT related devices.
â•¢ Designing of new network as per requirement.
â•¢ Provided technical support to guest and office users.
â•¢ Vendor Management.
â•¢ Prepares of required reports and reviews with superiors.

3. **Service Coordinator (March 1, 2011 - November 1, 2014)**

    Computer Source Ltd
    Company Location : House# 8/14, Block# C, Lalmatia, Dhaka.
    Department: Solution & Support
    __Duties/Responsibilities:__
    01. CSC Coordinator
    02. CSC Network Maintenance & Server data base backup
    03. CSC Attendance Server maintenance
    04. CSC CCCAM Server Maintenance & File server Maintenance.
    05. Advance level support and cooperate team for CSC ERP, Domain User, Mail, Service, PMS database issues.
    06. CSC Wireless Network Maintenance
    07. Apple Product Service, support & R&D(servicing & Warranty Product) & cooperate with team leader(only for advance level support).
    08. Online customer support in various product of CSL.
    09. Internee schedule & their working report processing
    10. Large support project planning, scheduling and updating.
    11. EngineerÃ¯Â¿Â½s calling card check for their SC in/out time.
    12. Observation of new engineerÃ¯Â¿Â½s appointment in SC and reporting their practical Activities.
    13. Submitting service and spare price quotation to corporate client.
    14. Assign engineers for outside support.
    15. Observation technical peoples working activities and cooperate with every team leaders.
    16. Collect reporting status for outdoor support from assigning engineer and send reports to respective sales person.
    17. Assign messenger for collect claimed product from customer and ensure recover the corporate clients pending product and spare.
    18. Customer pending analysis and discus with every team leader how to recover the pending issues.

4. **Business Manager. Grade-9 (September 1, 2008 - February 28, 2011)**

Computer Source Ltd
Company Location : House# 8/14, Block# C, Lalmatia, Dhaka.
Department: Solution & Support
Duties/Responsibilities:
Backup Operator on Service centre Database server.
Official network lookup & trouble shooting,
HP PC Troubleshooting & Repairing.
HP PC & Notebook Spare Claim Process.
Supervise my subordinate.
Outdoor support management &
Notebook Support (Fujitsu, CSM, Hp-Compaq, Mac Book),
Linksys Product Support & Service.
Online Customer Support.

5. **Executive (September 15, 2005 - August 31, 2008)**

Computer Source Ltd
Company Location : Dhanmondi, Dhaka
Department: Solution & Support
Duties/Responsibilities:
01. Official PC support.
02. data base software support in company ERP & service module.
03. Domain user configure, Email configure & support.
04. On side support in client side.
05. on call support.
06. Warranty Product Check.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Diploma In Computer Engineering	Computer Sceience	Dhaka Polytechnic Institute	CGPA:3.14 out of 4	2004	2000-2004

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
iOS Qualification	Exam v2 9L0-E06	Apple in Co.	Singapur		2014	03 days
Apple Certified Mac Technician (ACMT)	Apple 9L0-010 Exam, The OS X v10.7 Troubleshooting Exam, 9L0-063	Apple In. Co.	United States		2012	2 days online exam
Dell Certified Systems Expert (DCSE)	Dell Certified Systems Expert (DCSE)	Dell	Singapure	Singapure	2012	Online Exam
Team Management	Be a team	Computer Source Ltd	Bangladesh	Dhanmondi, Dhaka, Bangladesh	2011	2 days
SP3341-SYSTIMAX SCS Installation and Maintenance	SYSTIMAX SCS Installation and Maintenance	Commscope solutions India Private LTD, India.	India	Kalkat, India	2009	06 days
Completed APS (Accredited Platform Specialist)	Completed APS (Accredited Platform Specialist)	HP	Singapure	Singapure	2007	Online Exam

Professional Qualification:

Certification	Institute	Location	From	To
Best of the Employee 2010	Computer Source Ltd	Dhaka	January 1, 2009	December 31, 2009

Career and Application Information:

Looking For   : Mid Level Job
Available For   : Full Time
Present Salary   : Tk. 42500
Expected Salary   : Tk. 30,000
Preferred Job Category   : Education/Training, IT/Telecommunication, Research/Consultancy
Preferred District   : Anywhere in Bangladesh.
Preferred Country   : Qatar, Sweden, Thailand, United Kingdom, United States, Azerbaijan, Singapore, South Korea, Swaziland
Preferred Organization Types :

Specialization:

Fields of Specialization
• IT Support Service
• Telecommunication Service
• Administration
• Supervisor
• Training & Development
• Call Centre Supervision/ Management
• Computer Science/ Engineering
• Corporate Marketing
• Customer Support
• Customer Support/ Client Service

Language Proficiency:

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

Personal Details :

Father"s Name   : Indradatta Talukder
Mother"s Name   : Behula Talukder
Date of Birth   : June 15, 1984
Gender   : Male
Marital Status   : Married
Nationality   : Bangladeshi
Religion   : Buddhism
Permanent Address : Vill. Debasish Nagar, PO. Rangamati, PS. Katwali
Current Location   : Dhaka

Reference (s):

Name	:	H.M. Ziaur Rahman
Organization	:	Le Meridien Dhaka
Designation	:	Manager IT
Address	:	
Phone (Off.)	:	+8801966660050
Phone (Res.)	:	
Mobile	:	+8801966660050
EMail	:	hm.rahman@lemeridien.com
Relation	:	Professional

Reference (s):

Name	:	H.M. Ziaur Rahman
Organization	:	Le Meridien Dhaka
Designation	:	Manager IT
Phone (Off.)	:	
Mobile	:	