

Swopon Dash

Personal Details

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Career Objective

I am a reliable & passionate IT professional currently looking for a full-time ICT or Administration position at any organisation in Bangladesh. I believe ICT or Administration position could be a great way to utilise my **Australian** degrees, skills & ICT/Administration experience here in Bangladesh.

Education

Tertiary Education:

Feb 2010 – September 2013 **Bachelor of Information Technology (Networking and Security)**
University of Southern Queensland (USQ), Australia

July 2010 – December 2010 **Diploma of Information Technology (Networking)**
Southbank Institute of Technology (TAFE), Queensland, Australia

February 2010 – July 2010 **Certificate II and IV Information Technology (Networking)**
Southbank Institute of Technology (TAFE), Queensland, Australia

October 2003 - Dec 2008 **Bachelor of Electronics and Communication Engineering**
Sylhet International University, Bangladesh

Technical Skills

Computer Skills:

- Analytical / Problem solving skills /Application / System Support
- Testing / Backups / Restore/Google Apps/Cloud Computing
- Antivirus / Firewalls / Malware
- Basic Image Processing (Adobe Photoshop / Illustrator, GIMP)
- Databases (MySQL, Oracle)
- Linux- competent with Debian wheezy and Squeeze operating system and experienced with older Linux versions
- Active Directory, NetML Design and Analysis
- Networking (Cisco IOS, Packet Tracer, Cisco switch and router)
- Installation and configuration, network, Security, WAN, LAN, Wi-Fi), Programming (C, C++, Java, Python)
- Web Design (CSS, PHP scripting, XAMPP, XHTML)
- Windows (7, 8, 8.1, 10, XP, Vista),Server (2003, 2008 and 2012) and Citrix
- Word Processing (MS Office 2003~2016, OpenOffice)
- Installation of new hardware (printers, scanners etc.) and firmware

Additional Training: Cisco CCNA1, CCNA2 and CCNA3 completed through USQ

Languages: Fluent in English. Bengali is my native language

Work Skills and Attributes

Analytical Ability	Demonstrated through the continual use of problem solving and practical work in my tertiary studies.
Communication	Demonstrated at Toowoomba Toyota as I was working as an IT Manager when interacting with clients as well as other staff. Experienced giving presentations and speeches at University.
Problem Solving	Good at producing original ideas and solving problems. This was demonstrated while designing websites as well as solving computer networking problems.
Responsibility	Very responsible. I am a reliable worker which is demonstrated at Toowoomba Toyota. Also, I have demonstrated at One Stop Insulation Shop as well as through casual work in Australia as a marketer and Farmhand.

Work Experience

Virtual IT Support

World Link (M'cr) Ltd & Amazon Australia(with business partner)

590 Stockport Road, Longsight, M13 0RQ, Manchester, UK & Toowoomba, Australia

April 2017-Current

Key Responsibilities:

- Website maintenance and updates
- Remotely Customer's PC health check & repairs
- e Marketing for business products
- Carry out company's basic paper works for all employee's
- Virtually Installing software
- Maintaining business's work flow
- Business planning & Administrative support

IT Manager

Toowoomba Toyota and Lexus of Toowoomba, Toowoomba, QLD-4350 Australia

April 2015 – August 2017

Key Responsibilities:

- Primary contact for Pentana and Toyota as system administrator for troubleshooting
- Primary contact for maintenance and troubleshooting of NEC phone system
- Installing and configuring computer hardware, software, systems, networks, printers, scanners and more
- Software-ERAnet, ERAlink, SAP, Techstream
- Setting up Google Apps and Bitdefender Antivirus Admin Console
- Monitoring and maintaining computer systems and networks
- Talking to staff and computer users to determine the nature of problems

- Troubleshooting system and network problems and diagnosing and solving hardware/software faults
- Replacing parts as required, Checking computer equipment for electrical safety
- Providing support, including relevant reports
- Setting up new users' accounts and profiles and dealing with password issues
- Rapidly establishing a good working relationship with staff and other professionals, testing and evaluating new technology
- Conducting electrical safety checks on computer equipment
- Investigating, diagnosing and solving computer software and hardware faults
- Repairing equipment and replacing parts, Maintaining records of software licences

IT Support and Estimator

One Stop Insulation Shop, Toowoomba, Australia

April 15, 2014- October 2014

Key Responsibilities:

- Maintenance of Computer Software: equipment, training
- Management of Computer documents
- Computer Network and Security
- Website support: Technical, e-commerce support
- Create effective internal messaging between all employees
- Carry out estimation of proposed dwellings of plans provided by clients
- Interoperates plans accurately to the advice specification
- Management of price listing
- Cost of Goods data entry
- Management of MYOB Inventory listing, price, description

Service Station Attendant

United Range, Toowoomba, Australia

December 2011– September 2013

Key Responsibilities:

- Accept cash, EFTPOS and credit card payments, and operate a computerised console machine and a cash register
- Carry out basic administrative work
- Fill fuel tanks and LPG cylinders
- Measure the level of oil in engines
- Measure air pressure in tyres
- Replenish oil, water and air levels
- Order stock and maintain displays for the retail section of the service station

Referees

Brett Motton

Dealer Principal

Toowoomba Toyota and Lexus of
Toowoomba

597 Ruthven St, Toowoomba, QLD-4350

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Razib Kanti Dhar

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