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SHAH SHAHABUDDIN AHMED

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Career Objective:

Searching for a desirable job with which I will have the scope in utilizing my skills and potentiality to do something innovative and challenging works and from where I will be able to enhance my knowledge and efficiency.

Career Summary:

6+ years of cross-platform experience in systems administration, including analyzing, designing, installing, maintaining, and repairing hardware, software, peripherals, and networks. Superior troubleshooting and technical support abilities with migrations, network connectivity, and security. Develop exceptional relationships with co-workers, management and end users. Good communication and problem solving skills.

Special Qualification:

Operating System: XP, Windows Server 2003 & 2008 Application Program: All application Programs.Internet : Good efficiency in Internet browsing.

Employment History:

Total Year of Experience : 8.1 Year(s)

1. Assistant Manager (Production MIS) (May 25, 2015 - Continuing)

PRAN-RFL GROUP

Company Location : Habigonj Industrial Park, Olipur Bazar, Habigonj

Department: Banga Building Materials Limited (Water Tank)

Duties/Responsibilities:

Incorporates software solutions into logistics arenas such as warehousing, production planning, customer services, and transportation. Integrate logistics and supply chain software information into corporate databases. Assist in communicating with all members of the supply chain. Provide computer system support to users. Plan and coordinate production engineering processes on daily basis to produce high quality products. Develop process improvements to effectively utilize equipment and materials to maximize production. Develop operational strategies to achieve production and financial objectives. Identify unsafe operations and practices and report the same to Manager immediately. Establish safety procedures and environmental regulations for employees. Provide training and guidance to team members to accomplish production goals. Implement cost reduction initiatives while maintaining high quality standards.

2. Engineer, Customer Support (March 31, 2013 - May 20, 2015)

Banglalion Communications Limited

Company Location : Gulshan, Dhaka

Department: Technical

Duties/Responsibilities:

Every kind of technical support to the customer over phone, home support, plaza & support through ticketing system.

Report problem to support departments (NOC, BSS, RF, and Core Network) in a clear and precise format.

Troubleshooting problems like Connection Failure, speed problem, browsing problem, OS problem, call drops, CPE problem, CPE replacement, CPE firmware up gradation etc.

3. System Engineer (October 31, 2010 - March 30, 2013)**Popular Pharmaceuticals Limited (Head Office)**

Company Location : 17, Sheltech Panthakunjo, Shukrabad, Dhaka.

Department: Network and System Support

Duties/Responsibilities:

Analyzing system logs and identifying potential issues with computer systems.

Receive users complain through phone or email and entry it to complain management system.

Provide support to users through phone, remote desktop, VNC, Team viewer and physical movement.

Performing routine audits of systems and software & performing backups.

Installing and configuring new hardware and software and Troubleshoot related problems.

Wireless Router configures, Network Installation, Troubleshooting and Maintenance, UTP cabling and connector punching.

NVR setup with configure the CCTV Camera in LAN.

Attendance Finger punch machine setup, maintenance and daily punch report management.

Adding, removing, or updating user account information, resetting passwords, etc.

Answering technical queries and dealing with often frustrated users.

Applying operating system updates, patches, and configuration changes.

Maintaining recent and previous accurate inventory of every single vendors, technology hardware, software and other resources.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Computer Science and Engineering	Computer Science	Royal University of Dhaka	CGPA:3.5 out of 4	2008	20004-2008
HSC	Science	Shaheed Sayed Najrul Islam College, Mymensingh	Second Division	2003	-
SSC	Science	Mukul Niketon High School, Mymensingh	First Division	1999	-

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Present Salary : Tk. 40000
 Expected Salary : Tk. 16,000
 Preferred Job Category : Bank/Non-Bank Fin. Institution, IT/Telecommunication
 Preferred District : Anywhere in Bangladesh.
 Preferred Country : Germany, Italy, Malaysia, United Kingdom, United States,
 Australia, Canada, France, Singapore, Switzerland
 Preferred Organization Types : Banks, Software Company, IT Enabled Service, ISP,
 Computer Hardware/Network Companies, Multinational
 Companies, Engineering Firms, Pharmaceuticals,
 Immigration & Education Consultancy Service, Group of
 Companies

Specialization:

Fields of Specialization
<ul style="list-style-type: none"> • Windows XP/ 2000/ ME/ 98 • Windows 2000/ 2003 Server(s) • Web Services • MS Word/ Excel/ PowerPoint/ OneNote • MS Access • LAN/ WAN • Windows NT

Language Proficiency:

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

Personal Details :

Father"s Name : Shah Shamsuddin Ahmed
 Mother"s Name : Rabia Ahmed
 Date of Birth : January 18, 1983
 Gender : Male
 Marital Status : Married
 Nationality : Bangladeshi
 Religion : Islam (Sunni)
 Permanent Address : 44/6, Baghmara Road, Mymensingh
 Current Location : Habiganj

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	Alhaj Dr. Mustaque Ahemed Bulbul	Mohammad Mamun Elahi
Organization	Chairman, Upazila Parishad	United International University
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Relation	: Relative	Academic

