

CV Of Shakil Ahmed

Address: 69(B)/3,Mohammadi Housing Limited,Mohammadpur,
Dhaka.

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Career Objective:

To have respective and challenging career where my coursework, experience and skill will be utilized to their full potential in the field of information technology.

Employment History:

- **IT Officer (February 01,2018 – Continuing):**

Center for Natural Resource Studies (CNRS)

Organization Location: House-13, Road-17, Block-D, Banani, Dhaka-1213, Bangladesh

Duties/Responsibilities:

- Regular maintenance of office PC, notebook, printer, digital camera, scanner and other hardware components.
- Perform troubleshooting and resolve all computer and internet related problems, proper maintenance of record for support provided to field offices.
- Establishing/Maintaining proper back-up system as well as security (e.g. anti-virus, firewall) for all computers at HO and Field Level.
- Installation, Maintenance and management of a local area network (LAN).
- Linkage development with vendors to ensure proper maintenance of network, PABX and computer equipment.
- Collect, share and preserve updated market research on quality and reasonable prices of different equipment and perform procurement tasks of IT equipment
- Keeps an inventory of hardware and software and update regularly in prescribed format setting up email account for new user.

- Maintain and follow-up fingerprint machine records.
- Responsible for set up, development, maintenance and update of CNRS website.
- Any other activities as assigned.
- **Technical Support Engineer (January 01, 2017 – August 30, 2017):**

Next Online Limited

Company Location : Plot 325, Lane 22, New DOHS, Mohakhali Dhaka, Bangladesh.

Department: Customer Care Department.

Duties/Responsibilities:

- Manage all ICT systems, including LAN, WAN, CRM, telephone and related systems in Fiber Optic & Wireless Network environment.
- 1st Level Logical support and onsite support.
- Cisco and MikroTik implementation, performance tuning and roll-out.
- Install & maintain Fiber/ network up to the client end.
- Ensure proper technical support to all clients according to online ticketing system.
- Complete sight survey with report.
- Work with clients & Identify client's needs.
- Ensure that Tickets are resolved and reported according to procedure.
- Monitor, tune and report network performance.
- **Internship (January 17, 2016 - April 16, 2016)**

Aamra Networks Limited

Company Location: Faruque Rupayan Tower (17th Floor), 32, Kemal Ataturk Avenue, Banani, Dhaka-1213, Bangladesh.

Department: Technical Support.

Duties/Responsibilities:

As a part of IT Support, I've visited and supported various technical issues related to office IT system to the clients like Philip Morris International, Sainsbury, GRM International, Bayer Crop Science, All Port Cargo Services Limited. The responsibilities were as follows:

- Provide end user support through diagnosis of technical issues in a computer system, maintaining them in perfect working condition.
- Problem identification and troubleshooting for Hardware, TCP/IP Printer/Network Printer, Shared Printer, LAN, Network, Peripherals, OS, Office applications.
- Solve Office Outlook (2003, 2007 and 2010, 2013) and support all standard client access like POP, IMAP, Exchange and Mobile access.
- Perform daily, weekly and monthly backups of server and client data.

- Installation and Maintenance of new computer & connect to domain server.
- Video conference support.
- Installation, Commissioning & Testing of Wireless Router (Netgear, Belkin, TP-Link, Linksys).
- Proactively identify end user client's problems and take action accordingly to resolve the problem.
- Maintain documentation of accessories Inventory & ICT policy.

Academic Qualifications:

B.Sc. in Electrical & Electronic Engineering, American International University-Bangladesh (AIUB)

Passing Year-2015

CGPA- 2.53

H.S.C (Science), Thakurgaon Govt. College

Passing Year-2009

GPA- 3.40

S.S.C (Science), Thakurgaon Govt. Boys' High School

Passing Year-2007

GPA- 4.88

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
CCNA & MTCNA (Ongoing)	Routing & Switching	AT Computer Solution Limited	Bangladesh	Mirpur, Dhaka	2017	3 Months

Language Proficiency:

Bangla	Native Language
English	Professional Working Proficiency
Hindi	Limited Working Proficiency

Personal Strength:

- Energetic, Sincere, Hardworking and Dutiful.
- Strong analytical ability and interpersonal skill.
- Ability to work efficiently under pressure and to fulfill deadline.
- Can perform scheduled work as designed by the authority.
- Ability to maintain Office IT System.

Academic Research and Projects:

“Wireless Power Transmission”

The project was designed and implemented under NFC (Near Field Communication). In this project, magnetic resonance coupling technique was used in which power could be possible to transmit up to a distance of 10 meter.

Personal Details:

Father's Name : MD Abdus Shahid
Mother's Name : Dilara Begum
Date Of Birth : 18/09/1991
Gender : Male
Marital Status : Single
Nationality : Bangladeshi
Religion : Islam
Permanent Address : Holding No-144, Ward No-11, Islam Nagar, Thakurgaon Road,
Thakurgaon.
Present Address : 69(B)/3, Mohammadi Housing Limited, Mohammadpur, Dhaka.

References:

- ❖ Name : Md. Rokib Haydar Chowdhury
Organization : Aamra networks Ltd.
Designation : Executive, Technical Support
Address : Mohammadpur, Dhaka
Mobile : 01717876544
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- ❖ Name : Sikder Mohammad Imrul Hossain
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