Last Updated : *August 30, 2018*

# WAMONG

Address: 1148/2, Eastmonipur, Mirpur, Dhaka.
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## Career Objective:

Willing to establish an exceptional and dynamic career as a successful IT professional that involves the utilization of my education, technical knowledge, and team leading capability that will ultimately lead to a better success.

## Career Summary:

More than eight years of IT lab and IT Asset management and computer Networking experience, with strong analytical skills and a broad range of computer expertise.

Areas of Expertise:
â¢ Computer IT Hardware Lab
â¢ IT Asset Management
â¢ Computer Networking
â¢ Server Administration

## Special Qualification:

â¢ A broad range of computer Hardware & Networking expertise.
â¢ Redhat Certified System Administrator (RHCSA).Certification ID: 130-113-517
â¢ Installing and Configuring Active Directory Windows Server2008
â¢ CCNA 200-120 (Routing & Switching)

## Employment History:

**Total Year of Experience :** 13.5 Year(s)

1. **Officer, OG-2 ( August 1, 2016 - Continuing)**

**BRAC BANK Ltd**
Company Location : Road No: 05 House No: 115 Block: B Niketan Society, Gulshan, Dhaka -1212
Department: IT Lab & Asset Management, Technology
*Duties/Responsibilities:*
Installation, Maintenance, Trouble Shooting of all kind of Hardware, Software.
New System Setup default on delivery.
Asset ownership management and Vendor Relationship.
Assets maintenance & Dipsos.
Asset Insurance Management.
User system demand manage.
Responsible for basic computer customer support administration and support all IT requirements.
Oversee new computer/Laptop and peripheral purchase; maintain all hardware and software assets record, system documentation.
Generate regular report to management as per requirement/cycle based on customer support.
Work as a system supporting team of other dept. to complete task in time
Supervise a team (IT Lab & Asset Management).

2. **Senior Hardware Engineer ( April 1, 2015 - Continuing)**

**UDDIPAN ENERGY LTD**
Company Location : 840-841, Baitul Aman Tower (5th Floor) Ring Road, Adabar, Mohammadpur, Dhaka-1207
Department: Support and Solution, IT
*Duties/Responsibilities:*
*Installation, Maintenance, Trouble Shooting of all kind of Hardware, Software.
*Responsible for basic computer/Laptop/Mobile phones installation, end user/customer support administration and support all IT requirements.
*Troubleshooting and defining scope of development for customer support.
*Oversee new computer/Laptop and peripheral purchase; maintain all hardware and software assets record, system documentation.
*Developing tools and techniques for online supporting and dashboard reporting.
*Ensuring user readiness through training & feedback and if required customer end training where necessary.
*Computer networking (Specially TCP/IP) and network troubleshooting where necessary.
*Generate regular report to management as per requirement/cycle based on customer support.
*Conduct user/customer training for hardware/software and application as required.
*Customer and help-desk management, reporting and documentation.
*Perform any other task (multitasking) requested by the management.

3. **Senior Support Engineer. ( February 10, 2016 - July 31, 2016)**

**BRAC IT Services Ltd**
Company Location : Road No: 05 House No: 115 Block: B Niketan Society, Gulshan, Dhaka -1212
Department: IT LAB & IT Asset Management
*__Duties/Responsibilities:__*
Installation, Maintenance, Trouble Shooting of all kind of Hardware, Software.
New System Setup default on delivery.
Asset ownership management and Vendor Relationship.
Assets maintenance & Dipsos.
Asset Insurance Management.
User system demand manage.
Responsible for basic computer customer support administration and support all IT requirements.
Oversee new computer/Laptop and peripheral purchase; maintain all hardware and software assets record, system documentation.
Generate regular report to management as per requirement/cycle based on customer support.
Work as a system supporting team of other dept. to complete task in time
Supervise a team (IT Lab & Asset Management)

4. **Senior Executive ( February 16, 2008 - March 31, 2015)**

**Computer Source Ltd**
Company Location : Bangladesh
Department: Solution and Support
*__Duties/Responsibilities:__*
* Providing support to the LAN user on their queries both relates to hardware and software. Maintain uptime for LANs, and Internet solutions.

* Network support, which will mainly cover server maintenance, switching, cabling etc.

* Hardware and Software troubleshooting of all PCÃ¢â¬â¢s, laptops, Network printers and other IT Hardware. Ensure smoothly operation of office computing device, Network, Network Printer, Scanner, UPS, and Projector.

* Resource sharing from all Computers and Printers for the customer and internal users. Ensure anti-virus update and data and internet security on official work stations.

* Configure, implement and regular monitoring Linux and Windows based servers as per organizationÃ¢â¬â¢s requirement.

* Ensure day to day maintenance of workstations and servers, and back-up of server/workstations.

* Evaluates new information systems products or services and suggests changes to existing products or services to better aide the end user.

* Supervise a technical team including R&D (Motherboard, PCI Express Card, RAM, HDD & Processor with Ckt level issues and support personnel who troubleshoot IT issues) to provide service and support to the corporate and individual clients. Providing solution of various types of hardware, software and network related problem to the clients over telephone.

* Designed IT training for new employees Ã¢â¬â Provided training on technicalities of internet firewall and protocols.

* Making Daily, Monthly & Yearly Working reports, and submitted to Manager.

## Academic Qualification:

| Exam Title | Concentration/Major | Institute | Result | Pas.Year | Duration |
|---|---|---|---|---|---|
| M.Sc in Computer Science. | Computer Science | Jahangirnagar University | - | 2014 | 1 |
| BSc(Hon`s) in CSE | Computer Science & Engineering | Asian University of Bangladesh | CGPA:2.92 out of 4 | 2011 | 4 years |
| 4 Years Diploma in Engineering | Computer Technology | MIPS Institute of Management & Technology | CGPA:3.45 out of 4 | 2007 | 4 Years |

## Training Summary:

| Training Title | Topic | Institute | Country | Location | Year | Duration |
|---|---|---|---|---|---|---|
| 200-120 | Cisco Certified Network Associate (CCNA Routing & Switching) | CSL Training | Bangladesh | Dhaka | 2014 | 3 months |
| RHCE (Certification ID: 130-113-517) | Red Hat Certified Engineer (RHCE) | IT Bangla | Bangladesh | Dhaka | 2013 | 4 Months |
| (70-640) | Installing and Configuring Active Directory Windows Server2008 | New Horizon | Bangladesh | Dhaka | 2011 | 3 months |
| (70-642) | Network Infrastructure Windows Server 2008 | New Horizon | Bangladesh | Dhaka | 2011 | 3 months |

## Professional Qualification:

| Certification | Institute | Location | From | To |
|---|---|---|---|---|
| Executive Training Program: Be a Team Member. | Computer Source Ltd. | Dhanmondi, Dhaka | July 15, 2008 | July 16, 2008 |

## Career and Application Information:

Looking For : Mid Level Job
Available For : Full Time
Expected Salary : Tk. 30,000
Preferred Job Category : Bank/Non-Bank Fin. Institution, IT/Telecommunication
Preferred District : Anywhere in Bangladesh.
Preferred Country : China, Japan, Norway, Thailand, United Kingdom, United States, Australia, Myanmar, Canada, Swaziland
Preferred Organization Types : Banks, Telecommunication, IT Enabled Service, Computer Hardware/Network Companies, NGO, Multinational Companies, Garments, Research Organization, Garments Accessories

## Specialization:

| Fields of Specialization | Description |
|---|---|
| • Cisco<br>• Mac OS X<br>• LAN/ WAN<br>• Linux-based Mail Server<br>• Solaris<br>• Switches/ Routers<br>• Web Services<br>• Windows Administration | Û Skills and Knowledge:<br>â¢ Operating Systems: Red Hat Enterprise Linux 6(RHEL), Windows Server (2008, 2003), Windows (7, Vista, XP, 2000, ME, 98/95), DOS, Mac OS.<br><br>â¢ Hardware/Peripherals: Workstations (PC Assembling, Dissembling, Troubleshooting with Ckt level), Cable/DSL Modems, NAS technologies, Printers, Scanners, Modems, Laptops, Routers, Switches, Hubs, Network Interface Cards, Wireless Routers, HDD Repair & Disaster data recovery.<br><br>â¢ REDHAT 6 (Linux): Configuring, Maintenance, Troubleshooting, Administration of the following servers/services (Professional/Advanced Level), DNS (bind, djbdns), Squid Proxy, Mail with Qmail and Postfix including antivirus/spam/script filters, Apache for web, NFS (Network File System), RAID, FreeNAS/NAS4Free, NTP (Time Server), FTP, VPN, Samba including Print/File server, Gateway/Router, IPTALBES firewall. Certification ID: 130-113-517.<br><br>â¢ Microsoft Administration: Active Directory, Group Policy, Network Monitoring, TCP/IP, DHCP, DNS, FTP, VPN, Microsoft Office.<br><br>â¢ Network Protocols: TCP/IP, Web Server, Mail Server, DHCP, DNS, HTTP, FTP, VPN, Bluetooth.<br><br>â¢ CISCO: Configuring, Maintenance, Troubleshooting, Administration of the: CISCO VLAN, LAYER-2, LAYER-3 Data Network.<br><br>â¢ Web & Programming Language: Adobe Dreamweaver CS6. FrontPage, Joomla 3.0, Wordpress, HTML, java Script. SQL, VB Studio, C++.<br><br>â¢ Additional Skills: Norton Antivirus, McAfee Antivirus, AVG Antivirus. Ethical Hacking (Key Logging & Phishing)<br><br>â¢ Excellent reporting skills.<br><br>â¢ Very good Working English language skills. |

## Extra Curricular Activities:

Participated in National ID card & Voter List project-2007 as a Data Entry Operator under Chandgaon Thana & as a Proof Reader under Hathajari Thana in Chittagong.

## Language Proficiency:

| Language | Reading | Writing | Speaking |
|---|---|---|---|
| Bangla | High | High | High |
| English | High | High | High |

## Personal Details :

| | | |
|---|---|---|
| Father"s Name | : Mong Yai | |
| Mother"s Name | : Hla Ching | |
| Date of Birth | : January 6, 1982 | |
| Gender | : Male | |
| Marital Status | : Married | |
| Nationality | : Bangladeshi | |
| Religion | : Buddhism | |
| Permanent Address | : Vill: Karengatali, 375 Bongletali, Post: Marishya-4590, Baghaichari, Rangamati. | |
| Current Location | : Dhaka | |

## Reference (s):

| | Reference: 01 | Reference: 02 |
|---|---|---|
| Name | : Akhtarul Islam Ranis | Major Hamim Chowdhury (Retd) |
| Organization | : BRAC IT Services (biTS) | Bangladesh Army |
| Designation | : Senior Manager | Retired Army Officer. |
| Address | : Road No: 05 House No: 115 Block: B Niketan Society, Gulshan, Dhaka -1212 | Rosabella Unite B, 8Th Floor, House 03, Road 17, Block D, Banani, Dhaka-1213, Bangladesh. |
| Phone (Off.) | : | |
| Phone (Res.) | : | |
| Mobile | : +880-17129209325 | +8801711595036 |
| EMail | : akhtarulislam.ranis@bracits.com | majhamim@gmail.com |
| Relation | : Professional | Family Friend |