

MD RAJEDUZZAMAN

COLLEGE BUS STAND PARA, BAZEBAMONDAH, KOTCHANDPUR, JHENAIDAH-7330, BANGLADESH

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Summary

IT Technician with experience in all type of hardware, software setup, including networking and cctv camera installing and maintenance. Supportive and enthusiastic team player dedicated to streamlining processes and efficiently resolving project issues.

Skill Highlights

- Strong knowledge of Microsoft Winnows and other Microsoft programs
- Sound knowledge of Linux
- Basic knowledge of Mac
- Knowledgeable of networking
- Strong knowledge of PC/LAN hardware and software.
- Strong knowledge of pc hardware maintenance and repair.
- Strong knowledge of CCTV Camera installation and maintenance

Experience

IT Technician- 09/2015 to 02/2020

Al-Falah Computer, Kotchandpur, Jhenaidah

- Assist employees via telephone, email, helpdesk tickets, and in-person requests.
- Installation and support for game development consoles.
- Install, upgrade, troubleshoot and repair desktop computers and peripherals in a networked environment.
- Work with third party companies and Blizzard's partners to resolve issues.
- Provide support to customers on a variety of IT issues by identifying, researching and resolving technical problems.
- Support facility infrastructure and network hardware cabling.
- Provide on-site support and troubleshooting of network equipment - router, switch and firewalls.
- Assist in Server infrastructure management, performance monitoring, Operating System upgrades and troubleshooting
- Manage physical stock and inventory.

Education

Higher Secondary Certificate: **Business Studies - 2012**

Kotchandpur Powro College, Kotchandpur, Jhenaidah.