**Arfan Khondaker Niloy**

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**Career Objective**

Seeking a challenging position to assimilate my knowledge and potential abilities in a highly stimulating working environment where optimum level of professionalism and efficiency would be achieved.

**Work Experience**

* **Computer Network Zone**

Computer Technician and software Support

From 2nd April, 2015 to till now.

16804 Lakewood Blvd, Bellflower, CA 90706

Web: www.computernetworkzone.com

Cell: (562) 866-8849

Responsibilities: Accept customer desktop, laptop, MacBook and Tablet system in-store repair. Request information about software and hardware issues and document all concerns. Troubleshoot systems and work with customers to determine needed hardware and software changes and save data of customers. Install new operating system to desktop, laptop and MacBook. Check system software and data integrity. Resolve selected issues with smart phones and tablets. Update memory, hard drive and other part of laptop and desktop for doing faster performance. Find out the hardware problem and solve those.

* **Buchanan Technologies**

PC Refresh Technician (Temporary Project)

From 15th January, 2020 to 20th April, 2020

Alcon

20411 Lake Forest Dr. Lake Forest, CA 92630

Responsibilities: Support client about the Rebranding process. Check every workstations and laptops are rebranding properly. After Rebrand, help client about the post branding. Check the internet wire and Wi-Fi are working properly and connected. Install the recommend software and update those. Work with the hardware system too. Update the workstations and laptops which are working slowly.

* **Total Group**

IT Manager (Network, Hardware and Software troubleshooting)

From 17th May, 2011 to 5th June, 2013.

Dhaka, Bangladesh

Responsibilities: Maintain the server system and router. Check update of any all software. Maintain the hardware when needed. Assemble the PC when need. Crimping the wire, set the number of wire. Troubleshoot the computer when needed. Install new operating system and server operating system. Maintain all kind hardware problem.

* **Regency Travels Ltd.**

Counselor

From 1st November, 2010 to 30th April, 2011.

Dhaka, Bangladesh

Responsibilities: Maintain the file for customer. Process the visa from the beginning. Maintain all workstation was working well. Maintain the Power point presentation, work with excel Install the new windows and related software.

* **Ethics Coaching Center**

Lecturer and Researcher

Part Time: 2007-2010

Dhaka, Bangladesh

Responsibilities: Manage all lecture sheet. Schedule the classes. Maintain everything in excel (Account, class list, note list so on). Preparing all note in word.

* **National ID Card project**

Network Operation and Team Leader

Part Time: 10th July 2007 to 30th December 2007

Dhaka, Bangladesh

Responsibilities: Manage 10 people team, maintain all server and put data in flash drive, sent to main server. Update the project software once a week. Troubleshoot Hardware and software when needed.

**Professional Qualification**

* **Intro to IT Concepts & Applications:** information systems, office applications, Internet, Word processing, spreadsheets, databases, presentation software, and basic internet use.
* **Computer Networking:** Network Fundamental

ComTia A+ Certified

* **Computer Hardware:** Computer Technician Hardware Basics
* **Business Communication:** organizing, analyzing, and presenting business information. Written and oral communication.

**Key Attributes & Abilities**

* **Intro to IT Concepts & Applications:** information systems and the common use of office applications. Internet, Word processing, spreadsheets, databases, presentation software, and basic internet use will be covered.
* **Networking**: Cable and connector, Wired networking, Wireless Networking, Network Connection Configuration, Network services, Network Security and Network Troubleshooting
* **Hardware:** Computer trouble shooting, Hardware maintenance and Networking (Cable and Wi-Fi).
* **Business Communication:** organizing, analyzing, and presenting business information. Written and oral communication involving problem solving in business are emphasized.
* **English for Law:** Basic English for Law.

**Academic Qualifications**

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* **AS Degree**

2014-2018: On Study

Computer System Network and Telecommunications

Long Beach City College

4901 East Carson Street, Long Beach, CA 90808

* **Master (Major- LL.M (Regular)**

Dept. of Law and Human Rights;

The University of Asia Pacific, Fall-2010-2011

* **Honor (Major- LL.B (Hon’s)**

Dept. of Law and Human Rights;

The University of Asia Pacific, Spring-2006-2010.

(Arfan K Niloy)