Md Reaz Uddin Majumder (Reaz)

**Address**: Inglewood, CA 90301

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**CompTIA A+ certified graduate looking for IT support role.**

**Certifications:** CompTIA A+

**Current Skill Set:**

* Hardware (PC, Laptop, Printers) – Assemble, Installation, Troubleshooting, Deployment
* Software - Installation, Configuration, Troubleshooting, Deployment, End User Training
* System – Imaging & Backup

**OS:** Windows, Mac OS, iOS, Android

**Software:** Office 365, MS Exchange, Active Directory, Adobe Suite, VMWare, VirtualBox, TeamViewer, Remote Desktop Services, Partition Magic, Clonezilla, Acronis, ServiceNow, FileMaker Pro, Visio.

**Languages:** SQL, HTML, CSS, Java 8.0

**Networking:** Basic TCP/IP, Wireless Networking, Network Printing, Cisco Packet Tracer, IPV4, IPV6

**Others:** Mobile Device Management. Video Conferencing, VPN.

**Abilities:**

* Detail oriented and focused on quality work
* Resourceful, responsible and efficient
* Excellent verbal/written communication skills
* Able to work collective/independently as needed
* Willing To relocate for career advancement

**Work Experiences:**

* Tier 1 IT support.
* Deploy Windows, MAC OS, maintenance/update/backup various software systems according to the new rollout.
* Deployment of real &virtual PCs onto corporate LAN and remote.
* Maintain up to date hardware inventory.
* Configured/Installed wireless access points.
* Remotely resolved off site VPN issues.
* Managed Active Directory user accounts, security groups and assigned permissions.
* Designed and conducted end user training.
* Manage and comply the BYOD policy in organization. And provides numerous types of support issues for end users’ devices and any hardware peripherals
* Maintain orderly files and documents
* Operate office equipment’s: copying, faxing, email processing
* Followed internal and external communication protocol
* Authored SOPs (Standard Operating Procedures)

**Employment History:**

Courtyard Marriot Torrance/Palos Verdes Front Desk, June 2017-Present

Amplitude IT LTD, Dhaka, Bangladesh IT Executive, November 2014 - March 2017

**Education and Training:**

* Harbor Occupational Center, San Pedro, CA – CompTIA A+ & Cisco CCNA Training.
* Bachelor of Science in Information Systems, London Metropolitan University, UK.