AKM SERAJUS SALEHIN

Assistant Manager (Team Lead), IT

+880 1838215152   shiul.salehin991@gmail.com

www.linkedin.com/in/a-k-m-serajus-salehin-9a179626a

EDUCATION

Bachelors of Science

Nanjing University of Aeronautics & Astronautics (NUAA), China, Nanjing
Sep 2015 - Jun 2019
Major: Aeronautical Engineering
Result: 76%

Higher Secondary Certificate

Dhaka College, Dhaka
Jul 2011 - Jun 2013
Major: Science
Result: GPA 5.00

Secondary School Certificate

Motijheel Model High School & College, Dhaka
Jan 2009 - Mar 2011
Major: Science
Result: GPA 5.00

Achievements in BYLC:

- Undertook the IT Department following the departure of the IT Deputy Manager, and has since effectively led the IT team.
- Planned and supervised in developing software products. Successfully deployed software such as IT HelpDesk (MERN Stack), Space Management (Laravel), Job Portal (MERN Stack) and BYLC Main Website (Wordpress).
- Successfully implemented HR Management System.

PROFILE

Results-oriented IT professional and seasoned Team Lead with a strong foundation in problem-solving and effective management. Proven track record of showcasing leadership as a core value, consistently guiding teams to success in the dynamic field of Information Technology. Adept at seamlessly integrating technical expertise with management skills, ensuring optimal project outcomes and fostering a collaborative work environment.

WORK EXPERIENCE

Bangladesh Youth Leadership Center (BYLC)   2.6 years

Assistant Manager (Team Lead), IT   **Jan24 - Present**

- Develop and implement IT strategies and policies to align with organizational goals and objectives.
- Analyze and optimize IT processes to improve efficiency and productivity.
- Planned and supervised in developing and maintenance of web application. Successfully deployed software such as IT HelpDesk (MERN Stack), Space Management (Laravel), Job Portal (MERN Stack) and BYLC Main Website (Wordpress).
- Oversee the integration of new technologies and systems to enhance operational capabilities.
- Lead IT risk management efforts, including disaster recovery planning and cybersecurity initiatives.
- Mentor and develop IT team members, fostering professional growth and technical expertise.
- Collaborate with other departments to identify and address their IT needs, ensuring seamless technology support.
- Manage vendor relationships, negotiating contracts and service level agreements to ensure favorable terms and high-quality service.
- Monitor and report on IT performance metrics, providing insights and recommendations for continuous improvement.
- Drive innovation within the IT department, exploring and implementing cutting-edge solutions.
- Facilitate training programs for staff to ensure they are proficient with the latest IT tools and practices.

SPECIALIZATION

- Microsoft 365 deployment and configuration
- Linux/Windows/Mac OS
- Ubiquiti system and maintenance
- Mikrotik router maintenance and configuration
- Microsoft Endpoint Management
- HTML, CSS
- UI/UX Design
- Network troubleshooting and maintenance
- Computer hardware troubleshooting
- AP deployment and maintenance
- G-Suit
- AutoCAD
- Solidworks
- Adobe Photoshop
- LaserJet Printers

INTERPERSONAL SKILLS

- Management
- Leadership
- Adaptability
- Problem Solving
- Customer Service
- Communication

LANGUAGE

- English
- Bangla
- Chinese

WORK EXPERIENCE (CONTINUE)

Senior Executive, IT
July 2023 - Jan24

- Managing IT budgets and inventory. Monitor and maintain computer systems and networks in both Dhaka and Chattogram branch.
- Effectively overseeing and conducting the procurement of IT products.
- Liaising with vendors on buying new IT equipment and repairs of computers.
- Creating a positive customer support experience, ensuring timely resolution or escalation, communicating promptly on progress, and handling staff with a professional attitude.
- Taking sessions in IT Support and Website Building for leadership courses.
- Actively participating in Management Committee meetings and giving technical decisions.

Executive, IT
December 2021 - June 2023

- Monitor and maintain computer systems and networks
- Configuring, installing and maintain IT infrastructure, switches, access points, Mikrotik routers, unifi systems and firewalls etc.
- Supervising any machine or accessories installation as per the guidance of manufacturers. Providing any kind of IT Support & any other job assigned by management for both Dhaka and Chattogram branch.
- Servicing & troubleshooting all types of Printers, Scanner, Online/OfflineUPS, IPS and Biometric Attendance Systems.
- Troubleshooting and maintenance system and network problems, diagnosing and solving hardware or software faults.
- Deployment of the system and evaluation of system performance issues including availability, utilization, throughput, and latency. planning and executing the selection, installation, configuration, and testing of the environment.

Business International
10 months

Executive Engineer
March 2020 - December 2021

- Assisting factory engineers with any kind of technical difficulties.
- Supervising any machine or accessories installation as per the guidance of manufacturers.
- Oversee the IT department.
- Managing IT budgets and inventory.
- Monitor and maintain computer systems and networks.
- Troubleshooting and maintenance system and network problems, diagnosing and solving hardware or software faults.

X - Integrated Marketing Agency
4 months

Junior Engagement Officer
December 2019 - March 2020

- Smashboard Operating, X Solutions Limited provides the best customer engagement experience within a very short time with its unique dashboard "Smashboard".
- Template Writing involves creating simplified answers to the expected customer queries. My task was to formally make the template easy.
- Responding to Queries, Customer queries appear directly from Robi, Facebook and Twitter pages on Smashboard. My task was to answer them efficiently at the same time following the guidelines given by Robi Axiata Limited.
- Customer management.

TRAINING & COURSES

Basic Engineering Training
Oct 2016 - Dec 2016

Topic: CNC (Computer Numerical Control), Laser Beam

Institution: Nanjing University of Aeronautics & Astronautics (NUAA)
Duration: 12 weeks

REFERENCES

Will be obliged to provide when needed

WORK EXPERIENCE (CONTINUE)

Nanjing Number 1 Middle School   1 year

English Teacher   December 2017 - November 2018

- Teaching English grammar and comprehension to the students of grade 6, grade 8 and grade 9.
- Completing the curriculum before semester ends.
- Preparing the kids for the High School Entrance exam.
- Each grades had 30-35 students approximately, I had to take care each ofthe students very sensitively.

EXTRACURRICULAR ACTIVITIES

eSports Council   7 years 6 months

Co-Founder   July 2016 - Present

- Planning an entire event with other team members.
- Budget planning of an event and distribute it accordingly.
- Pitching our plan through presentations to sponsors like Gigabyte, UCC, and other companies.

Red Viperz Gaming   12 years 9 months

Team Captain FIFA Division, Professional eSports Player & eSportsTrainer   April 2011 - Present

- Have to compete in various international and local eSports events and gaming tournaments.
- Represented Bangladesh in Asian Football Gaming Championship (AFGC) in Malaysia in 2014, and India in 2020 (Online).
- Competed in Singapore National Cyber Gaming Competition in 2017.
- Have to online stream my matches and contents at least once a month.
- Involved with our sponsor's (TT eSports, Sell, MSI) product marketing.
- Have to train the selective candidates how to be better and get success in the game FIFA through online video tutorials, online classes, and offline classes.
- Have to teach them how to pursue a professional eSports career and be successful at it.

T Sports   2 months

Football Analyst and FIFA Esports Player   Nov 2022 - Dec 2022

- Giving analysis of every Football World Cup 2022 matches. fixture by fixture
- Playing every Football World Cup 2022 matches on PlayStation 5 against other professional FIFA esports players and simulate.
- Giving predictions of every Football World Cup 2022 matches.