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Md. Junayed Asif

Professional Summary

Results-driven IT professional with over 5 years of hands-on experience in corporate IT support, network operations, and digital surveillance systems. Skilled in troubleshooting, user support, and system maintenance across diverse industries including ISP, apparel, and group of companies. Currently completing B.Sc. in Computer Science, with a strong focus on delivering reliable and secure IT infrastructure.

Professional Experiences

IT Officer
KSRM- Kabir Group of Industries | 01st August 2022 – Continue

• Good Hands-on experience in hardware and networking.
• Diagnose and resolve hardware and networking issues.
• Provide timely technical support to end-users.
• Perform regular updates and patches for software and operating systems.
• Maintain and repair IT equipment.
• Assist employees in understanding and using technology effectively.
• Provide training on new systems or software as needed.
•Maintain and update a centralized IT asset inventory, tracking hardware, software licenses, warranties and usage across all department.

Jr. Officer- IT
Asian & Daf Group | 1st July 2020 – 31st July 2022
• Good experience in hardware and networking.
• Idea of Router and IP installation.
• OS installation on PC.

Support Engineer
Digital Dot Net (DDN) | 2nd May 2019 – 30th June 2020
• IP network installation, troubleshooting and maintenance.
• Router installation.

Education

Bachelor of Computer Science
University of Creative Technology.
2022-Running(Last semester) | CGPA- 3.38

Diploma In Engineering- 2019
Chattogram Polytechnic Institute.
Computer Technology | GPA : 3.05 scale of 4.00

Key Achievements

- Successfully implemented and maintained digital surveillance infrastructure across multiple corporate sites, enhancing real-time monitoring and incident traceability.
- Developed a centralized helpdesk documentation system, reducing average support response time by 30%.
- Ensured smooth operation of daily IT support for all users, maintaining a high satisfaction rate with minimal downtime.
- Trained and mentored junior IT staff, improving team productivity and knowledge sharing across departments.
- Recognized by management for exceptional troubleshooting skills and consistent delivery of IT support under pressure.
- Contributed to a successful ISO audit by ensuring IT compliance documentation and asset tracking were up to date and accurate.

Key Skill

- Expert in diagnosing and resolving hardware, software, and network-related issues in high-demand corporate environments.
- Proficient in configuring and maintaining LAN/WAN, router and switches.
- Experienced in implementing and managing IP-based monitoring solutions and video surveillance infrastructure.
- Strong background in user support, ticketing systems, knowledge base creation, and service-level compliance.
- Familiar with IT inventory tracking, ISO documentation, and audit readiness.
- Understanding of endpoint protection, user access control, and basic cybersecurity practices.
- Proven ability to work cross-functionally with non-technical stakeholders and lead junior IT personnel.