

MD. MASUDUL KABIR

IT Support Engineer

House: 81, Road: 20, Block: K, South Banasree, Dhaka-1219

Cell: +880 1750965382

Email: masood.k13b@gmail.com



Conscientious, team-oriented Support Engineer, working tirelessly to achieve shiny carrier. Skilled in **User** and **Asset Management**, **MySQL** Database, and **Web Backend Development**, ensuring exceptional efficiency and accuracy.



Skill

- | | |
|---|---|
| <ul style="list-style-type: none">• Web Development – Backend (https://github.com/Kabir-Masood?tab=repositories)• PHP• HTML5• CSS3• Wordpress Customization• Problem Solving (UVA ID: K13b) | <ul style="list-style-type: none">• MS Windows System Support• Linux System Support• Network infrastructure monitoring• User Management• Asset Management |
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Work History

Aug 2019 – Jul 2020

Management Trainee (Programable Logic Controller)

Bashundhara Food & Beverage Ind. LTD

- Automation System understanding of flour mills
- Existing software for machine's Ladder Diagram understanding and learning
- Teamwork with foreign PLC engineer at factory

Aug 2020 – Present

Asst. Executive (Bashundhara Group IT – Support Engineer)

Bashundhara Food & Beverage Ind. LTD

- Managed IT equipment and infrastructure availability to improve equipment efficiencies.
- Installed and configured computer hardware operating systems and applications for #'s of staff.
- Provided remote troubleshooting and fault finding when issues occurred upon initial installation, solving 60% of cases.
- Acted as technical contact for 3+ remote support teams.
- Evaluated new technology and developed processes and procedures for technical support.
- Liaised with suppliers and purchased equipment according to the budget and operational demand.
- Provided Support including procedural documentation, manuals and relevant report.
- Set up new user's accounts and profiles and resolved all password issues.
- Monitoring CCTV surveillance system in a daily manner schedule.



Education

BSc – Computer Science & Engineering – 2015 to 2019

State University of Bangladesh

CGPA: 3.8 out of 4

HSC – Science – 2011-2012

Rangpur Govt. College, Rangpur

GPA: 4.7 out of 5

SSC – Science – 2009-2010

Rangpur Zilla School, Rangpur

GPA: 5 out of 5



Personal Information

Father's Name: Late Bodiuzzaman

Father's Occupation: Govt. Officer

Mother's Name: Most. Mortuza Zaman

Mother's Occupation: Homemaker

Permanent Address: House: 89, Road: 1/2, Middle Goneshpur, Goneshpur, Rangpur Sadar, Rangpur

DoB: 22nd September, 1996

Religion: Islam

Nationality: Bangladeshi

Marital Status: Married

Language: Bangla (Mother Language), English (Conversational), Hindi (Good)



Reference

Mohammad **Uzzal** Mollah

Deputy General Manager, BGIT

Sector-C, Bashundhara Group

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Md. Tuhin Perves

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