Saimon Islam

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**SUMMARY OF QUALIFICATIONS**

Experienced Support Engineer with over 3 years in IT and technical support, proficient in troubleshooting and resolving complex hardware and software issues. Strong expertise in Active Directory, network setup, and customer-focused solutions. Skilled in writing technical documentation and providing training to end-users. Seeking to leverage my skills in a dynamic, customer-centric role.

**EXPERIENCE**

# Technical Support Engineer May 2019 – Dec 2022

# Information Communication and Technology Division

**Modhumoti Bank Limited, Dhaka, Bangladesh.**

* LAN, Branch link, ATM Network, Foundation network link and bandwidth monitoring Using PRTG.
* MS-Outlook mail configure for a new user in active directory (AD).
* Monitor and maintain SCCM to endpoint protection, patch management and software distribution.
* Operating system and pre-requisite setup on new server of head office and branch Desktop application setup and support.
* Worked as a project manager on various projects, make required documentation, and provide hands-on training to end users. Align the time line and monitor the project completion time frame.
* Setup network equipment and installed necessary software for the new office and in the Data Center.
* Installed and configured **Check Point firewall centrally managed antivirus software**, ensuring endpoint security across all systems in compliance with organizational policies.
* Installed and Configure Oracle Database (19c) software for the Core banking software (CBS).
* Generated and analyzed daily transactional data using Python and SQL, providing comprehensive reports and insights that supported data-driven decision-making across departments.
* Implement manage backup strategies using Oracle Recovery Manager (RMAN).

**CORE SKILLS**

* **Technical Troubleshooting:** Hardware, software, network, and configuration issues.
* **Active Directory Management:** User accounts, security settings, and group policies.
* **Network Administration:** DNS, DHCP, TCP/IP protocols, Network monitoring PRTG.
* **Technical Documentation:** Clear, accurate, and comprehensive reporting.
* **Customer Service:** Professional communication and issue resolution.
* **Tools & Technologies:** Oracle DB, MySQL, Python, PowerShell, Microsoft Server, SCCM.

**EDUCATION**

Master of Science in Computer Science

Wright State University, Dayton OH, USA

CGPA: 3.37 | **Expected Graduation: May 2025**

**CERTIFICATIONS:**

* Oracle Database 12C: Database administrator
* Oracle Database 12C: Backup and Recovery Workshop Ed 2 -WDP