



# FOYSAL MAHMUD TOMAL

## JR. EXECUTIVE - SUPPORT AND SERVICES

### CAREER OVERVIEW

Working as an Jr. Executive - Support and Services in Bangladesh for the past one year. Also, have a bachelor's degree as well as some professional training. I have great problem-solving and analytical skills. Excellent knowledge of computer hardware, operating systems, productivity tools, networking, and security. I am confident in my capacity to give constant IT Services to any enterprise, as I am in current employment. and my mindsets are goal-oriented, and I'm actively learning and practicing to improve my skills .

### KEY COMPETENCIES

- Hardware Diagnostics
- Networking
- System Administration
- Operating Systems
- Troubleshooting

### CONTACT ME AT:

Email: tomalfoysal@gmail.com

Phone: 01723200825

LinkedIn:

<https://www.linkedin.com/in/foysal-tomal-22b8b6214>

## WORK SUMMARY

### Jr. Executive - Support and Services

Daraz Bangladesh LTD | AUG 2021 – Present

- Diagnosis & troubleshooting of PCs, laptops, MacBooks, printers, and other hardware equipment
- Provide help-desk assistance by resolving software, hardware, and network-related issues.
- Install and configure mail agents like Microsoft Outlook and Mozilla Thunderbird.
- Maintaining and monitoring switches, access points, NVR, access control devices, etc
- Maintaining data backup as per backup policy and
- Providing general IT Support to end-users (Windows OS, Mac OS, Ubuntu Office365, Various Hardware & Software Packages). ensuring global standard data security.
- Conduct training sessions among users about how to use applications and Devices.
- configuring and maintaining Mikrotik and cisco router
- Monitoring and maintaining network systems such as LAN, and bandwidth management.

### INTERN – IT

Daraz Bangladesh LTD | Feb 2021 – AUG 2021

- Resolving user's inquiries.
- Identifying and solving IT-related issues.
- Monitor IT Servers and Systems.
- Direct IT Technicians.
- Installation and troubleshooting of Operating Systems and Security Patches.
- Installing and configuring computer hardware, software, systems, networks, printers, and scanners.
- Inventory Management (Hardware and software)

## ACADEMIC BACKGROUND

### Jatiya Kabi Kazi Nazrul Islam University

Master of Business Administration (MBA) | 2019 - 2022

- Masters in Accounting and Information Systems
- Took advanced courses on Banking information systems
- Participated in projects

### Daffodil International University

Bachelor of Science (BSc) | Jan 2015 - Jan 2019

- Computer Science and Engineering
- GPA: 3.17

## PROFESSIONAL REFERENCES

A.H.M. Hasibul Basar  
Assistant Manager - Support & Services  
Daraz Bangladesh Ltd  
Mobile No: +8801894876944

Muhammad Mahmudul Hasan  
Assistant Manager - Network & Infrastructure  
Daraz Bangladesh Ltd  
Mobile No: +880-1999074461

Farhat Nizam Ayon  
Assistant Manager IT  
ShopUp  
Mobile No: +880-1999074399

## TRAINING QUALIFICATIONS

### Linux Pathshala

Red Hat Certified System Administrator | May 2022 - Present

- Manage local users and groups
- Monitor and manage Linux processes
- Control services and daemons
- Control access to files with file system permissions
- Analyze and store log files
- Configure and secure the OpenSSH service
- Install and update software packages
- Access Linux file systems
- Manage Linux networking

### Cisco Networking Academy

NDG Linux Unhatched | SEP 2021 - NOV 2021

- Basic installation and configuration of Linux software.
- Understand the basics of the Linux Command Line Interface (CLI).

## PROFESSIONAL TRAINING QUALIFICATIONS

### TRAINING ON PROFESSIONAL WEB DEVELOPMENT

RR FOUNDATION,DHAKA | JUNE 2017-AUGUST 2017

### VERBAL COMMUNICATION IN ENGLISH

Workplace Skills Development Academy New Zealand  
March 2019-May 2019

### PROFESSIONAL DIGITAL CONTENT MANAGEMENT (PDCM)

Wintel limited,Dhaka  
March 2019-May 2019

### MS Excel Basics for Beginners

Bohubrihi Online Courses  
May 2020 - June2020

## PERSONAL DETAILS

- Father's Name : Abdul barek
- Mother's Name : Nurjahan begum
- Date of Birth : November 23, 1997
- Gender : Male
- Marital Status : Unmarried
- Nationality : Bangladeshi
- National Id No. : 19976115227000162
- Religion : Islam
- Permanent Address : road 01, Digarkanda, Mymensingh Sadar, Mymensingh Sadar, Mymensingh 2200
- Current Location : Mymensingh