

SHAH ALAM

Masimpur, Murapara, Rupganj, Narayanganj 1464
01928779644, 01575624368
Shahalam.cmt@hotmail.com

Career Objective:

To work in an administrative position with the best of my abilities in order to benefit my organization.

Employment History:

Total Year of Experience: 4.2 yrs

1. Customer support executive IT (1.6 yrs)

(27 Jun 2022 - Continuing)

Discovery Internet (Divisional ISP)

Area of Expertise:

CISCO SWITCH (0.5 yr), Mikrotik Router (0.5 yr), VMware OLT and ONU (0.5 yr)

Duties/Responsibilities:

- *Multiple OLT Configure
- *Access Router/ Distribution Router configure
- *Multiple Wireless Router Configure
- *Troubleshooting Private network
- *Technical Support Through Whatsapp Group
- *Link Monitor with Dude
- *Traffic Monitor with LibreNMS
- *Manage Billing Software (Maestro)

2. Support Engineer (1.6 yrs)

(1 Oct 2020 - 30 Apr 2022)

Digitalone Broadband Internet Service

Area of Expertise:

CISCO SWITCH (0.3 yr), Mikrotik (1 yr), OLT and ONU (0.2 yr)

Duties/Responsibilities:

- *Access Router/ Distribution Router configure
- *Multiple Wireless Router Configure
- *Technical Support Through Whatsapp Group

3. Finishing Operator (1 yr)

(4 July 2018 - 31 July 2019)

Secura Bangladesh LTD

Duties/Responsibilities:

- *Book Collating
- *Book binding
- *Book Packing

Academic Qualification:

Exam Title	Concentration/Major	Institute	Pass.Year	Duration	Achievement
Diploma in Engineering	Computer Engineering	Narsingdi Polytechnic Institute	2022	4	CGPA-3.61 out of 4
SSC	Science	Murapara Pilot High School	2017	1	GPA 4.95 out of 5.0

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Linux(Centos)	Basic and Common commands,Text Editors,Operating system installation process,User profile management,User Administration	https://www.udemy.com/	United States	San Francisco, California, United States	2023	6 Month
CCNA	Basic configuration,VLAN,INTER-VLAN,STP,Routing,IP Addressing,LAN,MAN,PAN,Network Security	New Horizon	BD	Dhanmondi Dhaka	2022	3 Month
Statistics for Business Analytics using MS Excel	Business Analytics, Formula, Create new Excel sheet with Formula etc	https://www.udemy.com/	United States	San Francisco, California, United States	2022	1 Month
MTCNA	DHCP,Bridging,Routing,wireless,Firewall,Qos,Tunnels,Misc etc	https://www.udemy.com/	United States	San Francisco, California, United States	2022	1 Month

Professional Qualification:

Certification	Institute	Location	From	To
MTCNA	SAS TECH	Dhanmondi Dhaka	October 27, 2022	October 28, 2022

Career and Application Information:

Skill:

- Routing Protocol
- Switching & Routing
- Network Security
- Networking
- Monitoring and Reporting
- Virtualization

Language Proficiency:

*Bangla *English

Personal Details:

Father's Name : Jabbar Miah
Mother's Name : Rubi Begum
Date of Birth : 27 June 2001
Gender : Male
Height (Meter) : 1.61
Weight (Kg) : 53
Marital Status : Unmarried
Nationality : Bangladeshi
Religion : Islam
Permanent Address : Masimpur, Murapara, Rupganj, Narayanganj 1464
Current Location : Narayanganj
Blood Group : O+

Reference (s):

Name : Dipak
Organization : Discovery Internet
Designation : System Admin
Address : Belabo Narsingdi
Phone (Off.) :
Phone (Res.) :
Primary Mobile No : 01773592366
Relation : Professional