SHAKIBUL ALAM

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Work history

Technical Support Engineer   10/2023 - Current
ICT Services Ltd - Dublin

- Install, upgrade, support, and troubleshoot various operating systems (Windows/Mac/Linux) and desktop applications
- Provide day-to-day local and remote desktop support, troubleshooting hardware, software, and application issues
- Perform support for peripheral and networking hardware including monitors, keyboards, mice, printers, scanners, routers, wireless routers, switches, and firewalls
- Utilize diagnostic tools to troubleshoot network connectivity and workstation hardware/software
- Work closely with network team to resolve critical network or server-related issues
- Provide desk-side support and PC break/fix, including basic administration of Windows OS
- Troubleshoot VDI, SCCM, and OneDrive.

Data Center Operation Technician   11/2022 - 10/2023
Gempool Limited - Dublin

- Diagnosed and resolved complex hardware, network, firmware, and software issues on server systems, effectively minimizing system downtime and enhancing performance
- Analyze log files, run diagnostic tools, and employ troubleshooting techniques
- Utilized advanced debugging techniques to identify root causes of server failures and implemented solutions to prevent future occurrences
- Developed and executed test scenarios to validate the functionality of server components after repair or replacement
- Implemented security measures to safeguard data and equipment
- Knowledgeable about data center security practices and procedures, including access control and surveillance systems, ensuring data integrity and confidentiality.

Skills

- **Operating Systems**: Proficient in setting up and maintaining both Linux and Windows-based Operating Systems.
- **Networking**: Strong understanding of networking protocols, including TCP/IP, VLANs, and routing.
- **Endpoint Security**: Knowledgeable about endpoint security practices and procedures, ensuring data integrity and confidentiality.
- **Network Services**: Working knowledge of PXE, DHCP, FTP, and DNS, facilitating efficient network operations.
- **Hardware Troubleshooting**: Skilled in diagnosing and resolving hardware issues to ensure uninterrupted system functionality.
- **Network Troubleshooting**: Capable of troubleshooting network issues to maintain seamless connectivity and operations.
- **Active Directory Management**: Proficient in Active Directory management tasks such as user/group management, password resets, and group policy administration.
- **VPN and Remote Access:** Expertise in configuring, troubleshooting, and supporting Virtual Private Networks (VPN) and remote access solutions to ensure secure and reliable connectivity for remote employees and clients.
- **Ticketing System Management**: Proficient in utilizing ServiceNow ticketing systems for efficient management, prioritization, and resolution of technical support requests.
- **Command Line Proficiency**: Hands-on experience in Linux command line operations, facilitating efficient system administration tasks.
- **Remote Desktop Support**: Capable of providing efficient remote desktop support, ensuring minimal disruption to end-users.
- **Documentation and Reporting**: Proficient in documenting troubleshooting steps and providing detailed reports for future reference.
- **User Training and Support**: Ability to provide user training and support to enhance productivity and user experience.

Education

Master of Science in Information Technology Management   2021
Institute of Technology Carlow (SETU) - Ireland

Bachelor of Science in Computer Science   2017
Noakhali Science & Technology University - Bangladesh

Certifications

- CCNA Routing & Switching (200-301)
- Irish Full Driving License