



# MD OLIULLAH

## SENIOR ENGINEER (IT & ATM)

### PROFILE

Seeking a position as an senior engineer (IT & ATM) where I can apply my experience in real-time ATM surveillance, incident management, and coordination with field teams to minimize downtime and enhance system reliability & also expertise in computer networking, system administration, software, and hardware troubleshooting. Seeking an opportunity to contribute my technical and analytical skills to ensure smooth IT operations. My goal is to support the organization's mission of providing uninterrupted banking services.

### WORK EXPERIENCE

**Zara Zaman Technology Limited**  
Senior Engineer (IT & ATM)

DHAKA, BANGLADESH  
2018 - PRESENT

#### ATM Support & Technology Operations

- Diagnose and resolve hardware, software, and network issues.
- Provide technical support to end-users, guiding them through problem resolution.
- Operate help desks, track issues, and ensure timely resolution.
- Hardware and Software solutions of GRG Banking ATM, CRM, STM, Online CDM, Offline CDM Machines, and peripherals. Installation, configuration, and troubleshooting of ATM/CRM for different Banks.
- Provide instant Support for ZZTL customers. Problem resolution of the
- Provide instant Support for ZZTL-assigned engineers (monitoring).
- The responsibilities of this role include providing 24x7 on-call service for ATM/CRM.
- The responsibilities of this role include providing 24x7 Phone Support for ZZTL Customers & Engineers.
- LAN/WAN/Wi-Fi setup, configuration & troubleshooting.
- Hardware troubleshooting (PC, Laptop, Printer, CCTV, Router, Switch).
- Monitor network performance and security, addressing any potential issues.
- Install and configure software applications for end-users.
- Plan and manage IT projects, including timelines, budgets, and resources.
- Microsoft Office Package & Google Workspace
- Select and purchase hardware such as computers, servers, and networking equipment.
- Generate reports on IT performance, incidents, and project progress.
- Programming knowledge: C, Java-Script, JQ, React.js, Node.js, Express.js.
- Developed and maintained responsive websites and web apps.

#### ATM Dispute & Monitoring

- Receive, verify, and resolve ATM cash withdrawal disputes and failed transactions.
- Coordinate with banks, vendors, and switch operators (Q-Cash, VISA, NPSB, etc.) to ensure timely resolution.
- Monitor ATM network uptime and report issues such as cash-out, card jams, or communication failure.
- Maintain accurate logs of transaction reconciliation and prepare daily reports for management.
- Assist in root-cause analysis to minimize repeated issues and improve customer satisfaction.

### CONTACT

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Holding 11, Sector-6, Uttara, Dhaka  
Bangladesh

### SKILLS

- Technical Support
- System Administration
- Teamwork
- Time Management
- Leadership
- IT Project Management:
- Hardware Management

### COMPUTER SKILLS

- Microsoft office (MS word, MS power point, MS Excel)
- HTML, CSS
- Bootstarp
- Java Script (JQ)
- React js, Node js

### LANGUAGES

- English (Fluent)
- Bengali (Fluent)

## PROFESSIONAL TRAINING

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- I have trained on 'GRG Banking ATM & CRM hardware and software' in Zara Zaman Technology Limited under the GRG Banking specialist trainer.
- Trained on hardware and software in Zara Zaman Technology Limited under the specialist trainer.
- rained on GRG Banking Online CDM (OCDM) hardware and software in Zara Zaman Technology Limited under the GRG Banking specialist trainer.
- I trained from Zara Zaman Technology Limited on IT Support, and SMS banking solutions from our partner company (GRG Banking, China) to configure and support those solutions after IT. and maintain brand consistency across all marketing channels and materials.

## EDUCATION QUALIFICATION

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### BSc in Engineering

Institute: Manarat International University  
Subject: Computer Science & Engineering (CSE)  
Session: Summer, 2019  
CGPA: 3.83 out of 4.00  
Passing Year: 2023

### Diploma in Engineering

Institute: Dhaka Polytechnic Institute  
Subject: Electronics Technology  
Session: 2012-2013  
CGPA: 3.13 out of 4.00  
Passing Year: 2017

### Secondary School Certificate (SSC)

Institute: Hatimara High School  
Subject: Science  
CGPA: 4.50 out of 5.00  
Passing Year: 2012

## PERSONAL INFORMATION

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Name	: Md Oliullah
Father's Name	: Abdur Rashid
Mother's Name	: Firoza Begum
Date of Birth	: 15 november, 1996
Present Address	: Holding 11, Sector-6, Uttara, Dhaka Bangladesh
Permanent Address	: Barenda, Kashimpur, Gazipur.
Nationality	: Bangladeshi (by Birth)
Gender:	: Male
Religion	: Islam
Marital Status:	: Merried
Height:	: 5 feet 7 inch
Blood Group:	: B+
National ID:	: 2852771647

## REFERENCE

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### Mohammad Tofazzal Hossain

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Islami Bank Bangladesh PLC  
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### Md. Ahasanur Rahman

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