TONMOY SARKER
IT SUPPORT ENGINEER

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📍 Mohammadpur, Dhaka

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SUMMARY

Detail-oriented IT Support Engineer with 3 years of experience focusing on technical support and addressing IT issues in enterprise settings. Proficient in diagnosing and fixing hardware, software, and network issues to ensure smooth operation with minimal downtime. Skilled at establishing and maintaining IT infrastructure and systems to support organizational goals. Strong analytical and problem-solving talents, along with effective communication skills.

SKILLS

- Technical Support & Troubleshooting
- Hardware & Software Installation
- Help Desk Management
- Network Configuration & Maintenance
- IT Infrastructure Management
- Documentation & Reporting
- Team Collaboration
- Leadership

WORK EXPERIENCE

Loop Freight LTD
Executive, IT • July 2020 - Present

- *Maintained Loop Freight Ltd Tally ERP software project.*
- *Installation, Configure and setting up accounts with Active Directory /AD Server for user management*
- *Installation, Configure and maintenance of company File and data servers*
- *Monitoring and responding to security threats*
- *Installation and troubleshooting of Access Control / Attendance devices*
- *Installing, configuring, and maintaining hardware and software systems*
- *Maintained HRs and stored all the details on the system.*
- *Assigning user access restrictions to each file server and IP Phone configure.*
- *Installation and configuration of new network devices like Switches, Routers*
- *Routers across the company based on requirements.*
- *Troubleshoot and update users pc.*
- *Setup/ Configure/ Troubleshooting of hardware and peripheral devices like PC, Laptop, Printer, Scanner, etc.*
- *Maintained IPPBX Server, and assigned each SIP to the user.*
- *Providing technical support to users and resolving system-related*

Loop Freight LTD
Associate, IT • Mar 2021 –Jul 2022

- *Solving Individual IT Tickets.*
- *Configure and manage MikroTik Device (IP Addressing, Bandwidth Management, VLAN, GRE Tunnel, MAC Binding, Routing, MAC and IP Blocking, Port Forwarding, etc.)*
- *Maintenance of Access Control System*
- *Maintaining network equipment For the LOOP HQ.*
- *Handling assets, disbursing assets to the new joiner, and maintaining the inventory.*
- *Purchasing laptops and any sort of IT equipment for the Company.*
- *Troubleshooting LAN, WIFI, PC/Printer/ Network Device's problems.*
- *Setup LAN connectivity, Configure the router, and maintain CCTV*
- *Installing and Update OS and Configure Outlook*
- *Monitor the performance of CRM Software and network.*
- *Maintain IT Asset Inventory and Ensure IT assets for new employee*
- *Correspondence with the ISP over the phone and Email.*
- *Liaison with vendors to obtain replacement and claim product warranty.*
- *Network design and implement LAN/WAN/Internet/Intranet connectivity for all the locations of the company and ensure the entire connectivity is maintained from a central point.*

Dot Internet
Network Engineer • May 2019 – Feb 2020

- *Maintained Client & deal with any networks failure.*
- *Configure and optimize network settings to ensure maximum performance and reliability.*
- *Collaborate with other team members to design and implement network solutions that meet the needs of the business.*

EDUCATION

BSc in Electrical and Electronics Engineering
Independent University, Bangladesh • 2018 – 2023

Edexcel IAL A-Levels
2015-2017

CERTIFICATIONS

Cisco Certified Network Associate (CCNA)
• 2021–2026

Google IT Support Professional Certificate
• 2024

REFERENCES

Arif Ahmed Mia
Manager
People & Workplace
Loop Freight LTD
01707484777

Mohammed Minhaz Ur Rashid
Assistant Manager
People & Workplace
Loop Freight LTD
01844616552

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