**Yann Mohammad Salimur Rahman**

8 CADNAM COURT

Lyndhurst Road

Fleet, GU51 1HB

Mobile: 07772149697

E-mail: yannrahman01@gmail.com

**Location**: Available to work anywhere in the UK.

**Computer Experience:**

**2023** Attended Cerco Ltd.’s intensive Computer Systems & Network Support course Practical experience of installation, repair and maintenance on a wide range of software and hardware products including: -

# Fundamental Concepts

* PC Operating Systems, PC Hardware, Device Resources, BIOS/CMOS. Number systems.

# Operating Systems

* Installation & Configuration, Troubleshooting, Command Line Commands, Performed on a variety of Microsoft Windows platforms.

# Networks

* Topologies & Protocols, Security, Resource Sharing, Network Administration, Peer-to-Peer & Client/Server, TCP/IP Networking, Networking Services, Configuration and Troubleshooting. WIFI installation, use and testing. Domain Membership & Policies.

# PC Hardware

* Motherboards, CPUs, Memory, Device Installation, Upgrading and Configuring, Diagnostics. Troubleshooting. Biometric recognition devices. Laptop Maintenance

# Communications

* Standards, Ports and Modem Configurations, Dial-up Networking & xDSL, Remote Desktop, Intranet/Internet, Routers/Gateways, Troubleshooting.

# Printer Technology

* Laser/Matrix/Inkjet Printer Principles, Removal and Replacement Procedures, Local and Network Printers, Troubleshooting.

# Qualifications

* Cerco Certificate in Systems & Networking (CCSN)

**March 2023** Attended Just IT Training Ltd, London, It Technician Bootcamp

* CompTIA A+ Essentials (expected certification exam 07/2024)
* CompTIA A+ IT Technician (expected certification exam 07/2024)
* MCTS Windows 10 (expected certification exam 08/2024)
* Office 365 (expected certification exam 08/2024)

# Qualifications

* Certificate IT Technician.

**2004-2005** Attended INFREP, PARIS, FRANCE’s IT-TECHNICIAN AND NETWORK ADMINISTRATOR DIPLOMA. Practical experience of Network Administration and installation, repair and maintenance on a wide range of PC software and hardware products including: -

# Fundamental Concepts

* PC Operating Systems, PC Hardware, Device Resources, BIOS/CMOS. Number systems.

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# PC Hardware

* Motherboards, CPUs, Memory, Device Installation, Upgrading and Configuring, Diagnostics. Troubleshooting.

# Communications

* Standards, Ports and Modem Configurations, Dial-up Networking & xDSL, Remote Desktop, Intranet/Internet, Routers/Gateways, Troubleshooting.

# Printer Technology

* Laser/Matrix/Inkjet Printer Principles, Removal and Replacement Procedures, Local and Network Printers, Troubleshooting.

# Qualifications

* Certificate in Maintenance of PC Systems & Networking Administration.

**2012-2013** Bracknell & Wokingham College, UK

Computer Aided Design AUTOCAD 2D & 3D CITY & GUILDS CERTIFICATION

(LEVEL-3)

**Employment:**

08/2014-Present SELF EMPLOYED, TAXI-DRIVER, FLEET, UK

* Picking up passengers from different locations and drop them off safely to their destination. Serving around 5 to 20 customers per day helped me to develop my communication skills.
* Dealing with difficult customers in a calm and polite manner whilst maintaining a high level of customer service and professionalism at all times
* Being flexible; often working different shift patterns and weekends at short notice

03/2013-07/2014 HALA FARNBOROUGH LTD, DELIVERY DRIVER, FLEET, UK

* Delivering Pizza from the restaurant to customer’s home.
* Working with a team of 20 colleagues gave me the opportunity to develop my team working skills.
* Accurately handling credit card and cash transaction whilst paying close attention to detail at all times
* Achieving daily and weekly sales targets and often exceeding them

08/2011-12/2012 INDIANA FOOD SPICES LTD, DELIVERY DRIVER, FLEET, UK

* Taking order and delivering Indian food from the restaurant to customer’s home.
* Dealing with up to 20 customers per day in a busy and fast paced environment whilst delivering excellent customer service
* Working alongside the supervisor in order to meet deadlines which developed my time management skills.
* Dealing with irate customers in a diplomatic and professional manner.

03/2008-07/2011 CYBER-CAFÉ-SARL LAPLAINE DU BONHEUR LTD, NETWORK ADMINISTRATOR & INTERPRETER, PARIS, FRANCE

* Resolving network and printing issues and creating report with paperwork helped to improve my analytical and problem-solving skills
* Meeting clients and translating their documents from Bengali Language to French Language helped me develop my written and verbal communication skills.
* Maintaining the offices computers and printers making sure the stock of paper and ink cartridges were consistent.

04/2005-03/2007 HILTON HOTEL, TEAM-MEMBER, PARIS, FRANCE

* Taking order and serving food to customers in the restaurant.
* Preparing bill and handling credit card and cash transaction where accuracy was mandatory.

01/2005-02/2005 SERVICE TECHNIQUE DE BASE ARIENNE, IT TECHNICIAN, PARIS, FRANCE (Short Apprenticeship).

* Rolling out and installing over 50 computers, printers and peripherals on a new site with a hard deadline developed my time management skill.
* Escalating any problem to the IT helpdesk helped me to follow work standards
* Dealing with different officers according to preference list helped me to learn prioritisation skills.

11/195-12/2004 ARMATEX (TEXTILE INDUSTRY), IT TECHNICIAN & MACHINE OPERATER,

PARIS, FRANCE

* Installing and troubleshooting issues with desktop, laptops and peripherals helped me to develop my problem-solving skills.
* Loading cotton to the Machine after selecting the design in the computer and run the textile machine to produce clothes.
* Calling 3rd party suppliers and resourcing for hardware purchase helped me to develop communication skills
* Creating system images and check them in a regular basis helped me to take responsibility and ensure the security skills

**Education/Training:**

**2023 Cerco Ltd.**

* Cerco Certificate in Systems & Networking (CCSN)

**March 2023 Just IT Training Ltd, London**

* Just IT Certificate of IT Technician.

**2004-2005 INFREP, PARIS, FRANCE.**

* Certificate in Maintenance of PC Systems & Networking Administration.

**2012-2013 Bracknell & Wokingham College, UK**

CITY & GUILDS (LEVEL-3) CERTIFICATION in Computer Aided Design AUTOCAD 2D

& 3D

**1988-1990 NOTRE DAMA COLLEGE, DHAKA, BANGLADESH**

* HSC (Higher Secondary Certificate) (A Level Equivalent) (Grade B) (Statistics, Math, Economics, Banking, Business and Accounting)

**05/1988 MOHAMMADPUR GOV HIGH-SCHOOL, DHAKA, BANGLADESH**

* SSC (Secondary School Certificate) (GCSE Equivalent) (Grade A) (Math, English, Physics, Chemistry, Biology, Accounting, Bengali, Religious Study, Geography and Economics

**Interests:**

In my spare time I play chess and enjoy building PCs, setting up my home networks, installing and configuring hardware and software. I help my friends and family with IT related issues using Team-Viewer and ZOOM.

**Foreign Languages**: Fluent in French, Hindi, Urdu, and Bengali

**Additional Information**:

Marital Status: Married

Driving License: I have a CAR and a full UK Driving license.

Security Clearance: My DBS is always current. I am register with the DBS update service