MOFIZUL ISLAM

Address : Rofiq Housing, Shekhertek 07, Mohammadpur - Dhaka 1207
Phone : 01607212627
Email : mofizuldev@gmail.com
Website : github.com/enbijoy

SKILLS

- **Technical Skills: MS Office Suite (Word, Excel, Outlook), CCNA (Cisco), Routing & Switching, Network Sharing, Router Setup/Configure.**
- **Working Skills: IT Services, End-User Support, Hardware & Software Troubleshooting, Operating System (OS) install & Mail Setup, CCTV System, Printer Troubleshooting.**
- **Soft Skills: Time Management, Team Work, Quick Learning, Quick Adaptation.**

WORK EXPERIENCE

SB Style Group   July 2025- January 2026
IT Executive

- **Managed and maintained** all essential **IT Enabled Services (ITES)** across the organization to ensure seamless business operations.
- **Provided comprehensive hardware troubleshooting and support** for critical equipment including **Desktops, Laptops, Network Printers, CCTV Cameras, and Routers.**
- **Executed daily IT operations** encompassing system setup, software configuration (e.g., MS Office, Outlook), network support, and technical user assistance for all staff.

XeonBD   May 2022 - Feb 2024
Customer Support Engineer

- Provided **Professional IT support** consistently **via telephone, electronic help desk, and live chat**. Troubleshoot and solve a wide range of customer support issues.
- IT Support Service, **Hosting, DNS, Domain, Cloud Service, WHMCS cloud, network server, mail system, and Network engineering**.

SUMMARY

IT Enthusiast & CSE Professional specializing in IT Operations, Networking, CCTV, and IT-enabled service. Skilled in Hardware and Software Troubleshooting and Support, alongside a solid foundation in Cisco networking (CCNA). Highly competent and Motivated Team Player who is always eager to contribute to real-world problem-solving.

EDUCATION

Prime University   Oct 2019 - Mar 2024
Bachelor of Computer Science and Engineering   CGPA: 3.38/4.0

- Networking, Networking Security, Programming Language, DSA, Artificial Intelligence, and etc.

Pabna Polytechnic Institute   Jul 2015 - May 2019
Diploma in Computer Technology   CGPA: 3.16/4.0

- Relevant coursework and Industrial projects in Graphics Design

TRAINING SUMMARY

- **Computer Basics:** Strong Knowledge in MS Word, MS Excel, Outlook, Internet Browsing and etc.
- **CCNA With Cisco:** Mastered Network Protocols (TCP/IP, OSI), Topology, IP Addressing & Subnetting, Routing & Switching, Network Security (Firewalls, VPNs), Wireless Networking, DNS & DHCP, Network Troubleshooting, and ETC.
- **Digital Marketing and SEO:** blogging, affiliate, off-page SEO, Google Ads, etc.

REFERENCES

Kazi S Nazmus Saqib	Papia Akter
Founder and CEO of XeonBD	Lecturer, Prime University
Call: 019 7793 6623	Call: 017 3165 2621