Galib Mia

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Career Objective

To secure a challenging position as a team leader or manager in a dynamic and fast-paced environment, where I can leverage my leadership and management skills to motivate and guide teams to achieve exceptional results. I am a goal-oriented individual with a customer-focused approach, who can effectively collaborate with cross-functional teams, communicate with stakeholders, and drive process improvements to optimize team performance. I am seeking an opportunity to utilize my experience in leading and managing high-performing teams, delivering successful projects, and achieving business objectives.

Working Experience

Team Leader and Coordinator, NETIS and Security Surveillance   Jun 2019 – Mar 2023
1000FiX Services Ltd., Dhaka.

- Lead and manage a team of 4 professional service experts.
- Coordinating and monitoring service operation of 16 branches.
- Collaborate with cross-functional teams to ensure effective communication and alignment.
- Communicate with Vendor, Supplier and Customer.
- Providing guidance and support to team members to help them achieve their goals and meet performance targets.
- Assigning tasks and responsibilities to team members based on their strengths and expertise, and ensuring that work is distributed evenly.
- Identifying and resolving conflicts within the team, and facilitating open communication and collaboration.
- Monitoring individual performance and providing feedback and coaching to help team members improve their skills and achieve their goals.
- Conducting regular team meetings to discuss progress, share information, and address any concerns or issues.

Skills & Abilities

Language proficiency:

    English: Professional proficiency
    Bengali: Native proficiency

Soft skills:

    Problem solving, communication, critical thinking, leadership, teamwork, decision making.

Technical Skills:

    Hardware and software troubleshooting , Mikrotik router configuration & maintains, computer networking, CCTV installition & monitoring, package and software management, customer service, Customer satisfaction, IT and network security.

Programs:

    Microsoft Office Suit, Office 365, Google Workspace.

Operating Systems:

    Windows, MacOS, Ubuntu, Android and Chrome OS.

Specialization

Project Management Application   May-2021

- Designed to plan and document project tasks and activities, build schedules and timelines, solve project issues, manage risks and threats, assign budgets and control costs.

Trainings

MikroTik Certified Network Associate, (Vendor Examination)   Feb-2022

- Configure, manage, do basic troubleshooting of a MikroTik router and provide basic services to clients.

Cisco Certified Network Associate, Willow Glenner, Dhaka.   Feb 2018 – Apr 2018

- Identification of Network Fundamentals and configure LAN, WAN, IP routing.
- Identification and configuration of infrastructure services
- Configuration and verification of network device security & infrastructure management.

Problem Solving Technique, Business Bee, Dhaka.   May-2021

- Problem identification and definition, Root cause analysis, Creative thinking techniques, Decision-making frameworks, Risk assessment, Solution evaluation and implementation, Continuous improvement and monitoring.

Education

Bachelor of Science, CSE,   Jan-2019 – Mar-2023

Green University of Bangladesh**,** Begum Rokeya Avenue, Dhaka-1207.

- VC Award in 2019.
- Member of Computer club, Blood club since Jan 2019.
- Cumulative CGPA 3.10/4.00.

Diploma Engineering, Computer technology,   Aug-2014 – Aug-2018

Khulna Polytechnic Institute**,** Khulna.

- Lead 25 students' team for setup one lab classroom total LAN connection, implemented file sharing via LAN.
- Learned soft skills like leadership, manage different kinds of people from the volunteering experience.
- Cumulative GPA 2.82/4.00.

Additional Information

- I am a social worker. I worked for helpless people to give them basic needs. Arranging blood donner for donating blood for emergency patient.
- I love to solve technical problems, traveling, music, movie, cycling, kiting and gardening.

Reference

Md. Masud Rana	**Md. Raisul Alam Robin**
Senior Product Manager.	Managing Director,
Smart Technologies BD Ltd.	Robin's IT Care.
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