

HAFIZ AL ASAD

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OBJECTIVE

Motivated and detail-oriented IT professional with hands-on experience in ATM/CRM system support, IT infrastructure deployment, and technical troubleshooting. Successfully deployed NCR ATM/CRM systems for major banks and built IT labs for various government and non-government projects. Seeking a role as a Technical Support Service Engineer to apply my expertise in hardware/software support, networking, and field operations to drive service excellence and customer satisfaction in a fast-paced technical environment.

EXPERIENCE

October, 2024-Present **Customer Engineer – R&D and Technical Support
(ATM, BRM & CRM)**

Technomedia Ltd., Dhaka

- Provide **technical support** and **maintenance** for **NCR ATM and CRM systems**, ensuring reliability and performance.
- Troubleshoot **hardware & software issues**, including **card readers, cash dispensers, printers, and network connectivity**.
- Install, configure, and maintain **IT infrastructure**, including **network systems and software**.
- Diagnose and resolve **network connectivity** issues to ensure uninterrupted service.
- Conduct **template and unit testing** to validate software updates and ensure functionality.
- Assist in the deployment and maintenance of **Pubali Bank, Islami Bank, NRBC Bank CRM project**, and **City Bank ATM project**.
- Participate in **R&D to develop and refine software solutions** for ATM and CRM systems.

Feb 2022– March 2023 **IT Infrastructure & Lab Deployment Engineer**

TechBridge, Dhaka

- Designed and built high-end PC systems for government and non-government ICT projects across Bangladesh.

- Led the deployment of fully functional IT labs including hardware setup, network integration, and system optimization.
- Delivered successful lab setups for Dhaka Technical Teachers Training Institute, multiple DC Offices, and various college-level institutions.
- Ensured tailored configurations based on institutional needs, with a focus on performance, reliability, and user-friendliness.

Jan 2022–Dec 2022

Community Manager – WEBABLE Marketing Company

- Managed and developed content for Aarong’s brand page, Enhancing online engagement and community growth.
- Designed and executed strategic campaigns to boost audience interaction and brand loyalty.
- Collaborated with marketing and creative teams to ensure content alignment with brand messaging.

SKILLS & ABILITIES

Technical Support & Troubleshooting

- Expertise in **IT support, system monitoring, and troubleshooting hardware, software, and network issues.**
- Diagnosing and resolving **network connectivity problems.**
- Installing and configuring **software applications and security updates.**

Networking & Security

- **Troubleshooting routers, switches, and firewalls.**
- Familiarity with **Windows Server administration.**
- Knowledge of **backup & disaster recovery solutions.**

ATM, CRM & IT Infrastructure

- Expertise in **NCR ATM/CRM maintenance.**
- Hands-on experience in **software updates & component troubleshooting.**
- IT Infrastructure support for **financial institutions and service-based industries.**

Software Quality Assurance (SQA) & Testing:

- **Manual Testing:** Requirement Analysis, Test Planning, Test Execution.
- **API Testing:** Postman.
- **Performance Testing:** JMeter.

Programming & Tools

- **Languages:** C, Python, HTML, CSS, JavaScript.
- MS Office, Asset Management tools, SEO analytics.

Project Coordination & Documentation.

- Project coordination and technical documentation.
- Asset lifecycle tracking and compliance reporting.

EDUCATION

<i>Expected 2025</i>	Professional Master in Information Technology (PMIT) <i>Institute of Information Technology, Jahangirnagar University</i> GPA: 3.44 (3st Semester)
<i>Graduated 2022</i>	Bachelor of Science in Computer Science & Engineering <i>North South University</i> GPA: 2.52/4.00
<i>Graduated 2015</i>	Higher Secondary Certificate (HSC) – Science <i>Govt. Shahid Smriti College, Mymensingh</i> GPA: 4.67/5.00
<i>Graduated 2013</i>	Secondary School Certificate (SSC) <i>Bindubashini Govt. Boys High School, Tangail</i> GPA: 4.88/5.00

EXTRACURRICULAR ACTIVITIES

- ***NSU Athletics Club Member:*** North South University (2018-2020).
- ***Volunteer:*** Participated in tech workshops and hackathons, demonstrating teamwork, leadership, and technical skills.
- ***Member, Bangladesh Scouts*** (2010-2013) – Attended international-level Jamboree events, gaining leadership and teamwork experience.

REFERENCES

Dr. Engr. Md. Sakawat Ali Principal, Dhaka Technical Teachers Training Institute Mobile: +8801711976709 Email: sakawatali7@gmail.com	Nur Mohammad Shahin Head of Business Analysis and Insights, Banglalink Digital Former General Manager, bKash Limited Mail: nur.shahin@banglalink.net Phone Number: +8801817181453
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