MD ATIKUL ISLAM
Jr System Engineer

📞 +880 1338-600992 ✉ atikulislamatik4596@gmail.com

📍 12/1 R.K Mission Road Motijheel,
Dhaka1213, Bangladesh

EDUCATION

Pabna Polytechnic Institute
Computer Technology
CGPA= 3.16
Passing Year 2024

Samsul Huda Degree College
science
GPA= 4.17
Passing Year 2021

Islam Ganti High School
science
GPA 4.17
Passing Year 2019

EXPERTISE

- Networking: CCNA, MikroTik MTCNA

- Operating Systems: Windows 10/11, Windows Server 2016

- User Support: System troubleshooting, Printer setup,Remote desktop tools (AnyDesk, TeamViewer)

- Scripting: Basic Windows Batc

- Tools: MS Office, CCTV Setup,

- Good communication (especially in handling user issues)

LANGUAGE

- English

- Bangla

PROFILE

Junior System Engineer with hands-on experience in Windows & Linux systems, network setup, and IT support. Skilled in server maintenance, troubleshooting, and system security. Quick learner, team player, and dedicated to reliable IT solutions.

WORK EXPERIENCE

Right Click Solutions Limited   **Jan 2025-Present**
Junior System Engineer

- Performed hardware troubleshooting, repair, and maintenance of desktops, laptops, printers, and related IT equipment.
- Monitored system performance, applied security patches, and supported users with technical issues.

Business Zone Limited   **Jun 2024-Sep 2024**
Technical Support Engineer

- Provided technical support to end-users for internet connectivity issues (PPPoE, Static IP, LAN/WAN).
- Configured and troubleshooted routers, switches, and wireless access points .
- Monitored network performance and resolved outages using tools like Winbox, The Dude, or ping/traceroute.
- Guided customers through remote support (TeamViewer/AnyDesk) and documented issue resolutions.

REFERENCES

Name : Mr. Linkon
Organization : Step Media Ltd
Designation : System engineer step media Ltd,
Former Assistant System Engineer Amber IT Ltd
Address : Mirpur-10, Dhaka-1216
Mobile : 01966852430
Email : mhlinkon20@gmail.com
Relation : Mentors