EMAIL
engr.sohag2007@gmail.com

MOBILE +8801719403129

ADDRESS
Road-3, House-10,
Mohammadpur, Dhaka -
1207, Bangladesh.

MD. SAZZADUZZAMN

Want to reach the pinnacle of my abilities through enthusiasm, dedication, sincerity and hard work. Serve for the fast-growing IT industries of the world. Building up career in a challenging position at a challenging organization where creativity, sincerity, skill and performance are at the heart of one's appraisal and recognition.

EXPERIENCE

SENIOR SUPPORT ENGINEER
[July 2017 to Continue]

BDCOM Online Limited
Responsibilities:
- Provide direct technical support to customers
- Provide guideline to fiber team for establishing new corporate or broadband user
- Configure, Administration, Troubleshoot and clarify Router, Switch, Desktop PC, Laptop
- Manage & Monitor CCTV system
- Manage, Monitor & Planning zonal area network
- User email configure in microsoft outlook
- FTTX network design and implementation
- Manage, Monitor, Establish with ONU in FTTX connection
- Preparing client reports for head office
- Establishing new and maintaining existing relationship with customers
- Offering after-sales support services
- Recording and maintaining client contact data

SUPPORT ENGINEER
[10th June 2014 to June 2017]

BDCOM Online Limited
Responsibilities:
- Provide direct technical support to customers
- Configure, Administration, Troubleshoot and clarify Router, Switch, Desktop PC, Laptop
- User email configure in microsoft outlook
- Preparing client reports for head office
- Establishing new and maintaining existing relationship with customers
- Offering after-sales support services
- Recording and maintaining client contact data

EDUCATION

Masters of IT
[May 2018 to Continue]

Jahangirnagar University

Degree: **Masters of IT**   Major: Information Technology (IT)

EDUCATION

Bachelor of Engineering
[Feb 2007 to June 2012]

University of Information Technology & Science (UITS)

Degree: **Bachelor of Engineering in (ECE)**   Major: Electronics and Communication Engineering
Result**: 3.54**

PROFESSIONAL TRAINING

1. Network Fundamental
2. Routing Protocol & Concepts
3. Accessing the WAN
4. LAN Switching & Wireless

CCNA (Cisco Certified Network Associate)
Institute: (American International University Bangladesh) AIUB
Duration: 8 month
CCNA Certified.

LANGUAGE PROFICIENCY

ENGLISH
Medium

BANGLA
Native

PERSONAL INFORMATIONS

BASIC INFORMATION

NID: 19896926307375000   DOB: August 21, 1989
GENDER: Male   HEIGHT: 5.7 Feet
CITIZENSHIP: Bangladeshi   WEIGHT: 63 Kg
MARITAL STATUS: Married

REFERENCE

Name	Hameem Al Shahriar	SSM Tariq
Organization	BDCOM Online Limited	BJIT Inc.
Address	R#1, H#1, Gulshan-1, Dhaka-1212	R#2C, H#7, Baridhara, Dhaka-1212
Mobile	+8801713331499	+ 8801921039325
E-mail	hameem@office.bdcom.com	engr.ssmtariq@gmail.com
Relation	Reporting Manager	Cousin

ACKNOWLEDGEMENT

I, hereby, declare that the above information about me is completely true to the best of my knowledge and belief.

………………………...
Md. Sazzaduzzaman