# Md. Mahmudul Hassan

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## OBJECTIVE ||

To leverage my extensive experience in the IT field and strategic planning to drive digital transformation and enhance operational efficiency within dynamic forward-thinking organizations, while fostering innovation and cultivating a high performing IT team.

## EDUCATIONAL QUALIFICATIONS ||

| SL | Certification Name | Major | Institute Name | Current Status | Result | Passing Year |
|----|----|----|----|----|----|----|
| 01 | B.Sc. | CSE | International University of Business Agriculture and Technology | Passed | 3.26 | 2019 |
| 02 | H.S.C | Science | Dr. Mosharraf Foundation College | Passed | 4.10 | 2014 |
| 03 | S.S.C | Science | Aingiri High School | Passed | 4.13 | 2012 |

## KEY SKILLS ||

- Technical Skill: Network Management, Hardware Management, CCTV Monitoring (Nagios & EZVMS), User Management (O365), IT Asset Management.
- OS Skill: Microsoft Windows 8,10, XP, Linux.
- Programming Skill: C, Python (Basic).
- Office Software Management: MS Office (Word, Excel, PowerPoint), Share- Point, Jira, Slack, ClickUp etc.

## WORK EXPERIENCE ||

**IT Executive**                    Paperfly Private Limited (JUL, 2022 – PRESENT)
SKS Tower (5th Floor) 7, Mohakhali, Dhaka-1206

- Monitoring and maintaining computer systems and networks.
- Documenting support interactions for new users and future reference.
- Researching and identifying solutions to network and hardware issues.
- Configured hardware and granted system permissions to new employees.
- Configured and implemented IT initiatives to produce measurable business value.
- Provided IT support to non-technical internal users through desk-side support services.
- Resolved the diverse range of technical issues across multiple systems and applications for users across HQ and Point Offices

**Associate**                    Quantanite (NOV, 2021 – JUN, 2022)
CRP Building, Road No. 9, Mirpur 14, Dhaka-1216.

- Filtering and manipulating large data sets.
- Providing customer support for clients and organizations.
- Analyzing data using statistical techniques and providing reports.
- Identifying, analyzing, and interpreting patterns in complex data sets.
- Working with management to prioritize business and information needs.

| Analyst | Quantanite (OCT, 2020 – OCT, 2021) |
| | CRP Building, Road No. 9, Mirpur 14, Dhaka-1216. |

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- Providing customer support for clients and organizations.
- Analyzing data using statistical techniques and providing reports.
- Identifying, analyzing, and interpreting patterns in complex data sets.
- Working with management to prioritize business and information needs.

| Jr. Technical Executive | TechnoSYS Solutions Limited (JULY, 2019 – FEB, 2020) |
| | UTC Building (19th), Panthapath, Dhaka-1215. |

- Testing new technology.
- Working closely with the technical team.
- Providing technical support to our clients.
- Working closely with key technology suppliers.
- Repairing and replacing equipment as necessary.
- Maintain and update technical and process documents.
- Replaced defective components and upgraded office equipment per technology plan.
- Installing and configuring computer hardware, systems, networks, printers, and scanners.

| Intern | Yunesco T&A Limited (JAN, 2019 – JUN, 2019) |
| | I/A Suite 901 Gulshan Link Road, Dhaka-1208 |

- Documenting support interactions for future reference.
- Researched problems and used technical documentation to apply solutions.
- Replaced defective components and upgraded office equipment per technology plan.
- Completing internship and gathering key skills from the technical team of the organization.
- Backed up administrative departments in back file scanning and document management imports.
- Helped the IT team document core systems configurations, relevant passwords, and system access requirements.
- Supported computer laboratory users with hardware, software, and connectivity issues across the Windows platform.

## PROFESSIONAL TRAINING ||

- Cisco Certified Network Associate (CCNA) – Completed

## REFERENCES ||

Iftekar Bin Kaiser
Manager, IT Infrastructure
Paperfly Private Limited
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Md. Mahmudul Hassan