

Md. Monirul Islam Monir

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Career Summary:

- Presently working as System Support Engineer at **Satcom iCenter Limited** & have 10 years' experience in the field of Customer Service, IT Infrastructure, Network & Security System, Key Account Management, Public Relation, Process Development, Performance Evaluation of System.
- A result-oriented IT professional, driven by the desire to excel business by utilizing new concepts, technology, automation initiatives along with expertise in IT infrastructure planning & development.
- Demonstrated Confirmed expertise in surpassing goals, attaining corporate objectives and exceeding customer expectations in highly competitive industries.
- Apple Certified Technician for support and service Apple iMac, Laptops, iPhone and iPad & also worked for iCenter eCommerce (Prestashop) website and online marketing.

Career Objective: To Lead any business with Technical Support System Solution as per Global Standard.

Proficiencies:

- IT & Security Management
- Network Design & Implementation,
- Advance troubleshooting,
- Cloud Computing
- ERP Operation, SEO
- Compliance certification
- Strategic & Tactical Planning
- Creative thinking & Critical Analysis
- Stakeholder Management
- Audit & Risk Management

Date of Birth: 14th May, 1988

Working Experience :

1. Organization Name : Satcom iCenter Limited (Website : www.icentre-bd.com)

Designation 1: System Support Engineer

Duration : From Dec'11 to Dec'17

Designation 2: Apple Support Specialist (level 5)

Duration : From Dec'17 to till now

Job Responsibility :

- Provides technical support to users by researching and answering questions, troubleshooting problems, and maintaining workstation performance.
- Provides answers to clients by identifying problems, researching answers & guiding solution.
- Assisting the company in different sales, marketing & business development activities.
- Communicating with the customers, find out their problem & recommending accurate solution.
- Accommodates client disabilities by recommending devices and techniques.
- Accomplishing the job by maintaining apple standard & local SOPs.
- Improves system performance by identifying problems and recommending changes.
- Updates job knowledge by participating in educational opportunities & maintaining personal network.
- Accomplishes information systems and organization mission by completing related results as needed.
- Generating & submitting necessary reports & assuring proper documentation.

Major Achievement :

- Improved customer satisfaction level from 30% to 80% by identifying & resolving problems.
- Assuring proper documentation which helped the company to make the service in a structured way.
- Supervised new showroom development project at Chittagong.
- Received training from Singapore twice on customer service.
- Modified & restructured the activities of the department which increased customers' loyalty.
- Serving around 5 clients per day & providing them accurate solution.

iCenter

2. Organization Name : QSR Systems Limited (**Website:** <http://www.qsrsystems.net/>)

Designation : Support Engineer

Duration: From Oct'10 to Nov'11



Job Responsibility:

- Manage all customers and providing online and on-site support about their Servers and PC.
- Diagnose and troubleshoot technical issues, including account setup and network configuration
- Talk clients through a series of actions, either via phone, email until they've solved a technical issue
- Ask customers targeted questions to quickly understand the root of the problem
- Track computer system issues through to resolution, within agreed time limits



3. Organization Name: Eagle Empire Pacific Limited (**Website:** www.eagle-empire.com)

Designation : Webmaster

Duration: From Sep'09 to Jul'10

- Doing online marketing for customer's websites with SEO, Social Network, Social Media, Blogging etc.
- Test websites across browsers, operating systems & devices, Maintain, configure, troubleshoot server.
- Ensure site security by setting up firewalls and login pages, Optimize loading speeds and capacity

Professional Qualification:

- 01-month training on "The Bits and Bytes of Computer Networking" from Coursera & Google in 2019
- 01-month training on "Technical Support Fundamentals" from Coursera & Google in 2019
- 07 months training on "IT Passport Examination (IP)" from IT Promotion Agency – Japan in 2018
- 03 months training on "English Skills (Intermediate-2)" from British Council in 2016
- 02 Times training on "Apple Certified Macintosh Technician (ACMT)" from Apple Singapore in 2014, 2018
- 02 months training on "Networking with MS Windows '03 Server" from WAAP IT & Telecom System.

Contractual working Experience:

1. Worked as an IT Officer (Part-Time) at Faisal Clothing Industries Limited from Jan'16 to Sep'17 & led the implementation, installation and maintenance of all IT equipment.
2. Served as an IT Officer at Versatile Creation Limited from Jun'15 to Sep'17 & designed the IT system with optimal cost.

Academic Qualification:

- BSc in Computer Science & Engineering from Asian University of Bangladesh in 2020
- Diploma in Computer Science from Dhaka Polytechnic Institute in 2009 with CGPA 2.80 out of 4.
- SSC in Commerce from Kaderia Textile Mills Adharsha High School with CGPA 3.13 out of 5 in 2004



Training:

- Search Engine Optimization (SEO) BiTM organized by BASIS - Under SEIP in 2015
- Networking with MS Windows 2003 Server organized by WAAP IT & Telecom System in 2009

Soft Skill: Teamwork, convincing, inspiring, influencing, negotiation, leadership skill.

Computer Skill: Microsoft Office, OneNote Mac OS X, Adobe Photoshop, Illustrator, Web Services, Networking, Windows Administration, iOS & Android, System Engineer (Computer Network & System)

Language: Fluent in Bangla and English

References

- Mizanur Rahman, Bashundhara Group, Senior Software Engineer
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Signature: