

Address: Mohammadpur, Dhaka
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Resume
Of
Md Shishir Mondol



Summary of Qualifications

I've been engaged in IT organization for more than 4 years, to spearhead the development and implementation of innovative IT solutions that drive business growth and enhance operational efficiency. I have experience working on complex user problems and making decisions. With extensive experience in IT infrastructure installation, configuration, and troubleshooting, I possess a comprehensive skillset in managing and maintaining complex IT networks.

Technical Proficiencies

- Experienced with Linux distributions, including CentOS and Ubuntu
- Proficient in configuring MikroTik routers and Cisco switches
- Competent in using Proxmox and VMware virtualization technologies
- Experienced with version control systems, including Git and GitHub
- Adept at configuring various servers, such as Apache, Samba, and FTP servers
- Basic knowledge of Python programming
- Skilled in configuring pfSense firewalls and GWS
- Solid understanding of DevOps tools and practice

Professional Experience:

Total Year of Experience: 4.8 years

01.Executive IT (1.10 years)

(November,2022 to Continuing)

SEBPO

Abdul Monem Tower (Level -7), 111, Sonargaon Road, Dhaka-1205

Duties/Responsibilities

- User Support for AD Users such as OS install from PXE boot, password reset etc.
- Ensure seamless network connectivity and minimize downtime to maximize user productivity.
- Maintain DHCP, FTP, and HA Cluster Servers to ensure smooth operations.
- Resolve PC, laptop problems for over 20 users daily, achieving a 95%+ success rate.
- Install Windows, Linux, and Mac OS, including dual-boot configurations on PCs and laptops.
- Handle IT procurement, vendor relationships, and inventory management.
- Provide remote technical assistance to users.

02. IT Support Engineer (2.9 years)

(March 2020 - November 2022)

Crystal Technology Bangladesh Ltd

Upazila Health Complex Muksudpur, Gopalganj

Duties/Responsibilities

- Ensure the proper functioning and maintenance of the SHR Automation Project Software to support healthcare operations.
- Provide comprehensive training to all UHC Muksudpur, Gopalganj employees on various IT hardware, software, and the SHR Automation project
- Diagnose and resolve basic technical issues related to computers, UPS, and printers.
- Install and configure Cisco devices, including routers, computers, and printers, to maintain network connectivity
- Install and maintain CCTV cameras and fingerprint machines to ensure security and access control.

Academic Background

Degree	Institute	Major	Year
BSC in CSE	Bangladesh University, Mohammadpur, Dhaka	Computer Science	Enrolled
Diploma in Computer Technology	Dhaka Polytechnic Institute, Tejgaon, Dhaka	Computer Science	2018
S.S.C	Char Maheshpur Secondary School, Sreepur, Magura	Science	2014

Training Summary:

Training Title	Institute	Location	Year	Duration
Windows Server	PencilBox, BASIS	Kawranbazar, Dhaka	2023	3 Month
RHCSA	Atova Technology	Mohammadpur, Dhaka	2022	2 Month
MTCNA	Atova Technology	Mohammadpur, Dhaka	2022	2 Month
CCNA	Atova Technology	Mohammadpur, Dhaka	2022	2 Month
Web Design	ADN Edu services ltd.	Dhanmondi, Dhaka	2018	3 Month

Leadership and Involvement:

- Strong Time Management and Task Organization
- Career-Oriented and Dedicated
- Skilled at Handling Multiple Tasks
- Quick Learner and Adaptable
- Effective Team Collaboration
- Problem Solving and Critical Thinking

Certification

"I Certify that all information stated this Resume is True and complete to the best of my knowledge. I authorize you to verify the information provider in this Resume."

Reference (s):

Name	: Dr Mahmudur Rahman
Organization	: DGHS, Mohakhali, Dhaka
Designation	: Additional Director (AD)
Mobile	: 01715778765
Relation	: Professional

Name	: Md. Mainuddin Sumon
Organization	: SEBPO
Designation	: Asst. System Administrator
Mobile	: 0167041674
Relation	: Professional

Signature:.....
Md. Shishir Mondol