Rafiul Islam

OBJECTIVE

To utilize my technical expertise and problem-solving skills as an IT Support Engineer to ensure efficient resolution of technical issues, enhance user experience, and contribute to the seamless functioning of IT systems within an organization.

CONTACT ME

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ADDITIONAL SKILLS

- HTML
- CSS
- TAILWIND CSS
- JAVASCRIPT(ES6)
- REACT
- REACT ROUTER
- MONGODB
- EXPRESS.JS

EDUCATION

Diploma in Engineering (Computer Technology)
2019-present
Ahsanullah Institute of Technical and Vocational Education And Training (AITVET)

WORK HISTORY

IT INTERN, BANGLADESH LIONS FOUNDATION
DHAKA, BANGLADESH |2021 - CURRENT

- SUPPORTED IT DEPARTMENT IN HANDLING TECHNOLOGY ROLLOUT AND MAINTENANCE.
- REPLACED DEFECTIVE COMPONENTS AND UPGRADED OFFICE EQUIPMENT PER TECHNOLOGY PLAN.
- INSTALLED APPLICATION SOFTWARE AND UPGRADES, VIRUS PROTECTION, AND DRIVERS.
- PROVIDED COMPREHENSIVE USER SUPPORT FOR NVR CAMERA MANAGEMENT AND TROUBLESHOOTING
- ASSISTED IN THE INSTALLATION, CONFIGURATION, AND MAINTENANCE OF NVR CAMERA SYSTEMS
- RESOLVED HARDWARE AND SOFTWARE ISSUES FOR BOTH NVR CAMERA SYSTEMS AND GENERAL IT INFRASTRUCTURE
- WORKED WITH VENDORS TO RESOLVE PROBLEMS WITH SERVICES, EQUIPMENT, OR INVENTORY.
- PROVIDED TECHNICAL SUPPORT TO EMPLOYEES, RESOLVING HARDWARE AND SOFTWARE ISSUES IN A TIMELY MANNER
- INSTALLED, CONFIGURED, AND MAINTAINED COMPUTER SYSTEMS AND SOFTWARE APPLICATIONS
- COLLABORATED WITH TEAM MEMBERS TO DEVELOP AND IMPLEMENT IT SOLUTIONS TO IMPROVE OVERALL EFFICIENCY