

ROBIN SAIFULLAH

IT Support Technician | Troubleshooting Expert | Technical Innovator

+880-1717-553507 @ robin2222015@gmail.com

https://robinsaifullah.com Dhaka, Bangladesh

https://www.linkedin.com/in/saifullahrobin/



SUMMARY

I am a dedicated IT Support Technician with over a decade of experience in delivering technical solutions that enhance user performance and ensure system reliability. My expertise includes troubleshooting hardware and software issues, network security, and the deployment of biometric systems. Proficient in PHP Laravel and Vue.js for application development, I also excel in training users on cybersecurity and introducing efficient ERP modules.

EXPERIENCE

Assistant Manager 06/2023 - 01/1970
Hashem Foods Limited Narayanganj District, Dhaka, Bangladesh

Shezan Juice Manufacturer

- Troubleshoot and resolve IT hardware and software issues to ensure uptime.
- Enhance network security and collaborate with ISPs for continuous internet availability.
- Implement ERP modules, train users, and introduce new IT projects to improve efficiency.
- Deploy and maintain advanced biometric systems like SpeedFace-V5L for secure access control.
- Manage IT assets, negotiate vendor contracts, and collaborate with HQ MIS on cost optimization.
- Install and monitor CCTV systems and attendance machines.

Deputy Assistant Manager 01/2022 - 06/2023
Hashem Foods Limited Narayanganj District, Dhaka, Bangladesh

Shezan Juice Manufacturer

- Improved IT infrastructure by deploying updated hardware and software.
- Ensured seamless operation of network systems and user connectivity.

Senior Officer (IT Department) 10/2013 - 12/2021
Hashem Foods Limited Narayanganj District, Dhaka, Bangladesh

Shezan Juice Manufacturer

- Installed and configured hardware, software, printers, and scanners for user productivity.
- Troubleshot Windows OS and Office applications, ensuring timely resolution.
- Ensured robust network connectivity and system performance across all user machines.
- Configured and deployed Windows 7, 8, and 10 operating systems.
- Validated and maintained computer systems and network setups.

EDUCATION

Bachelor of Commerce 01/2006 - 12/2009
Government Titumir College

Higher Secondary Certificate 01/2002 - 12/2004
Savar University College

Secondary School Certificate 01/2000 - 12/2002
Radio Colony Model School

CERTIFICATION

HTML Fundamentals

PowerShell Functions Master Class

KEY ACHIEVEMENTS

☆ **Biometric Solutions Implementation**
Successfully implemented ZKTeco UFace800, K40, and SpeedFace-V5L biometric solutions for enhanced security.

⚡ **ERP Systems Introduction**
Experienced in introducing and supporting ERP systems, improving organizational workflow.

⚡ **Project Management Expertise**
Strong ability to manage cross-functional IT projects with a focus on user training and cost optimization.

LANGUAGES

English	Native	●●●●●
Bangla	Advanced	●●●●●
Hindi	Native	●●●●●

SKILLS

CCTV · Configuration ·
Contract Negotiation · Cybersecurity ·
ERP · network setup · HTML · Laravel ·
network security · PHP · Powershell · vue ·
Windows · Linux · Desktop Support · CSS