

## MD. MASUDUR RAHMAN

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### **Career Objective:**

Detail-oriented dedicated individual with exceptional problem-solving, technical, and analytical skills searching for an Mid-Level Network Engineer position.

### **Employment History:**

**Total Year of Experience:** 2.1 yrs

#### **1. Technical support engineer (0.8 yr)**

(1 Aug 2022 - 15 May 2023)

##### **Bdtask**

Area of Expertise:

Client Support, Software Company, Software Installation

##### **Duties/Responsibilities:**

1. Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
2. Explained technical information in clear terms to non-technical individuals to promote better understanding.
3. Suggested software and hardware modifications to reduce lag time and improve overall speed.

#### **2. Technical Support Engineer (0.7 yr)**

(1 Jan 2022 - 1 Aug 2022)

##### **Dtech Bangladesh**

Area of Expertise:

Client service skills, Good communication skills, ISP Technology

##### **Duties/Responsibilities:**

1. Served as primary point of contact for support relating to owned solutions and products.
2. Explained technical information in clear terms to non-technical individuals to promote better understanding.
3. Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.

#### **3. Technical support Engineer (0.6 yr)**

(1 Jul 2021 - 1 Jan 2022)

##### **Hosting Bangladesh**

Area of Expertise:

Client Support, Customer care service, Good communication skill

##### **Duties/Responsibilities:**

1. Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
2. Explained technical information in clear terms to non-technical individuals to promote better understanding.
3. Served as primary point of contact for support relating to owned solutions and products.

**Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Master of Science (MSc)	Zoology (Fisheries)	Saver Govt. College	CGPA:3.14 out of 4	2017	2016-2017
Bachelor of Science (BSc)	Zoology	Edward College, Pabna	CGPA:2.98 out of 4	2016	2012-2013
HSC	Science	Ishwardi Govt.College	CGPA:2.80 out of 5	2012	2009-2010
SSC	Science	Lalpur Sree Sundry Pilot High School	CGPA:4.13 out of 5	2009	2007-2008

**Training & Certification:**

Training Title	Topic	Institute	Country	Location	Year	Duration
AR & VR	AR game development, VR game development, Game design	Edu-maker	Bangladesh	Mirpur DOHS, Dhaka, Bangladesh	2023	3 Month
Artificial Intelligence (AI)	AI algorithms, Data Science, NLP, ML, Feature Engineering, Data Mining, Neural Networks, Computer Vision, Deep Learning, Real World Case Studies	Extent IT Limited	Bangladesh	Mirpur-1, Dhaka, Bangladesh	2023	3 Month
MTCNA	MikroTik Router configuration	AT Computer Solution Ltd	Bangladesh	Mirpur, Dhaka	2021	1 Month
Diploma in Networking Technologies	Networking Technologies	IsDB-BISEW IT Scholarship Project	Bangladesh	Mirpur, Dhaka	2020	1 Year
Professional Customer Service (PCS)	Customer Care	Skills for Employment Investment Program (SEIP)	Bangladesh	Banani, Dhaka	2019	6 Month
Verbal Communication in English	Skill English	Workplace Skill Development Academy, New Zealand	Bangladesh	Banani, Dhaka	2019	1 Month

**Skill:****Fields of Skill**

- Good English communication skills (verbal and Written)
- Teaching/ Training
- Networking and Communications Skills
- Technical Support Engineer
- Customer Support/ Client Service
- AR & VR game development
- SQA Engineer
- Python programming language
- Java programming language

**Language Proficiency:**

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	High	High

**Personal Details :**

Father's Name : MD. MUNSUR RAHMAN  
Mother's Name : MST. MONWARA BEGUM  
Date of Birth : 27 Aug 1993  
Gender : Male  
Height (Meter) : 1.8542  
Weight (Kg) : 65  
Marital Status : Married  
Nationality : Bangladeshi  
Religion : Islam  
Permanent Address : Joddoiboki, Lalpur S.O, Lalpur, Natore 6421  
Current Location : Dhaka  
Blood Group : A+

**Reference (s):**

	<b><u>Reference: 01</u></b>	<b><u>Reference: 02</u></b>
Name	: A F M Bakabillah	Abdullah Al Mahbub
Organization	: IDB-BISEW IT Scholarship Project	IDB-BISEW IT Scholarship Project
Designation	: Consultant of Networking Technology	System Administrator & Senior Lecturer
Address	: Mirpur, Dhaka	Mirpur, Dhaka
Primary Email	: rbillah01@gmail.com	mehdi01678712859@gmail.com
Relation	: Professional	Professional