Resume of

Shouman Paul
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Career Objective

Strategic, User-focused IT system support with more than four years of success in designing, developing, implementing, and supporting software, hardware, and networking solutions internationally. Built cost-effective and well-designed solutions to ensure optimal system performance for the company. Commended for the ability to transcend barriers between technology, creativity, and business, by aligning and engaging quickly with upper management and developers.

Profile

- A detail-oriented and multitasking professional with exceptional coding techniques having a bachelor of engineering degree in computer science technology.
- Knowledge of network configuration including but not limited to firewalls, routers, and Knowledge of IP protocol and its concepts.
- Comprehensive knowledge of primary development languages for instance C, C++, and PHP, and a special talent for writing networking programs.
- Able to understand and implement modern operating systems and have great experience in their troubleshooting.

Professional; Experience

1. **Working as an Executive-IT (Planned Maintenance System) at Meghna group of industries (Ocean Going Vessel) from 17th October, 2022.**

Responsibilities:

- Maintaining the Ship`s Operations & Maintenance Software and Network devices.
- Providing technical support and troubleshooting assistance to employees regarding the IT related issues and implementation of the PMS software.
- To work closely with developers and end users to ensure technical compatibility and user satisfaction.
- Drawing network architecture and setting DNS, DHCP and IP among all the PCs of the ship for VSAT **(Very Small Aperture Terminal)** connection regarding PMS implementation issues.
- Tracking and monitor system performance and troubleshoot issues related to servers and networks.
- Contact with VSAT vendor for reporting network faults and handling by monitoring performance and also coordinate with Software & Hardware vendors for system planning, installation & maintenance.
- Conduct user-training program of software systems and IT systems whenever required.
- Maintain accurate documentation of IT systems, Configurations, and procedures.
- Responsible for ICT policy implementation and budgeting for the department.

2. **Worked as a Implementation Engineer at EG Planner (Sister Concern Efficient ERP) from 1st April, 2021 to 10th October 2022.**

Responsibilities:

- Installing and configuring client computer systems.
- Responding to client IT supports requests.
- Meeting with clients to diagnose software, networking, or hardware issues.
- Providing technical support on-site or via remote-access systems.
- Offering solutions that meet the needs of the client.
- Identifying hardware malfunctions, software issues, and networking problems.
- Maintaining good client relations.
- Tracking and managing work records.
- Compiling job reports and documentation.

3. **Worked as a Software Implementation Engineer at Efficient ERP From 3rd February,2019 to 31st March, 2021.**

Responsibilities:

- Analyzed the company demand and helped Design the User Interface.
- Render consulting services and activities to ensure customer meets deadlines.
- Review system issues and act suitably.
- Install company software suite at customer sites.
- Configure and ensure ERP changes to the system to assist in business organizational changes.
- Improve ERP to meet customers` business needs and follow best practices, standards, and documentation.
- Inspect changes before the customer performs user acceptance testing.
- Handle customer User Acceptance, Outage Notification, and Change Control procedures and documentation.
- Record and manage customer-specific implementation user guides for the company application's user community.
- Configure changes and upgrade ERP systems.
- Load baseline security data to the Client database.
- Take client engagement through the lifecycle.

Skills

- ❖ Software Maintenance and Troubleshooting.
- ❖ Networking Skills.
- ❖ Maintain servers & workstations for services.
- ❖ Implementing endpoint firewalls, and other security measures.
- ❖ ERP & MIS Implementation.
- ❖ PMS Software Implementation.
- ❖ Data Analysis and Database management.
- ❖ Training & Development.

Academic Qualification

- ❖ MBA (HRM) from Premier University Chittagong (2023) with a CGPA of 3.62 out of 4.
- ❖ B.Sc. in Computer Science Engineering from Premier University Chittagong (2018) with CGPA 2.94 out of 4.
- ❖ HSC from Chittagong Model School and College (2012) with a GPA of 3.40 out of 5.
- ❖ SSC from St. Placid's High School (2010) with a GPA of 4.88 out of 5.

Courses

- ➢ Completed **CCNA** course on networking from Premier University.
- ➢ Completed **Web Designing** course from Basis Institute of Technology & Management (BITM).
- ➢ Completed an **IT management** course on Software and Databases from Alison.
- ➢ Ongoing **Microsoft Power BI** course at BRAC Institute of Skills Development.
- ➢ Ongoing **Cyber Security Professional** course at Sheikh Kamal IT Business Incubator-CUET.

Interpersonal skills

- ❖ Exceptional presentation skills and training employees to enable them competent with the latest technology.
- ❖ Create and deploy IT policy and maintain Inventory.
- ❖ Test and evaluate new technology.
- ❖ Exceptional Communication skills in written and verbal both.
- ❖ Able to give the best result in pressure situations.

Personal Information

Father's Name	: Ratan Paul
Mother's Name	: Suravee Paul
Present Address	: A. Rahman Tower, 2no Kaji Nazrul Islam Road, Firengi Bazar,Police Station : Kotoali, Post Office: GPO, Post Code: 4000,District: Chattogram.
Permanent Address	: Shwapno Nibash, Village: Kurua, Police Station: Mirsharai, Post Office: Kamar Ali, Post Code: 4311, District: Chattogram.
Date of Birth	: 9th July, 1994
Nationality	: Bangladeshi by Birth
Religion	: Hinduism
Marital Status	: Married
Mobile No.	: 01600326727, 01515222281
Email	: **cse.shoumanp@gmail.com**

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Signature
Date: 09-05-2024