

## Jannatul Mahal Raska

7/3, West Hazipara, Rampura, Dhaka-1219.

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## Career Objective

Achieving a dynamic and challenging profession where I can use my technical and interpersonal skills, and above all my learning experience in order to develop my career as well as to contribute in the welfare of the organization and would serve best to our society.

## Skills

- Malware removal, SEO spam removal, Pentesting, Basic Linux and Python, DB Security, Vulnerability Assessment
- Cisco Routing and Switching
- Installing and Configuring Windows Server 2016
- Microsoft Project Management
- Good Communication and Interpersonal Skill

## Professional Experience

April 2022 to  
June 2023

### IT Officer at EON Group of Industries

Department: IT

Responsibilities:

- ERP software support & service
- All others software support(HRIS,Loan Management software)
- Technical support if required
- Assigning tasks and take update about tasks from IT team
- Note all the requirement of employee users
- Provide software training to all employees
- Issues creating and testing
- Software Problem finding and solving

February 2020 to  
September 2020

### Officer, Digital Service at bKash Limited

Department: Customer Service

- Assist customers and solve customers any bkash account related problem

August 2018 to  
May 2019

### Service Desk Engineer at Corporate Projukti Limited

Department: Sales

Responsibilities:

- Create and manage projects on Microsoft Project Management Software
- Assign engineers for technical support on Manage Engine
- Take vendor certification examinations
- Provide Customer Support through chatting and over phone

**February 2017 to  
May 2017**

**System Engineer at Corporate Projukti Limited**

**Department:** Pre-Sales and Cloud

**Responsibilities:**

- Working with Office 365, Windows Server 2016, Skype for Business and Outlook
- Prepare technical documents and designed by Microsoft Visio
- Provide Technical Support remotely by Anydesk ,Team Viewer and also over phone

**January 2016 to  
April 2016**

**Graduate Teaching Assistant at East West University**

- Worked according to the instructor order and monitored, counseled students

## **Education**

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**EMBA in Management Information Systems :**

Institute: University of Dhaka

Result: CGPA= 3.80 (out of 4.00)

Passing Year: 2024

**BSc in Electronic & Telecommunication Engineering :**

Institute : East West University

Result: CGPA= 3.66 (out of 4.0)

Passing Year : 2015

**Higher Secondary Certificate (HSC):**

Institute : College of Development Alternative

Group: Science

Passing Year : 2010

Result: GPA= 4.80 ( out of 5.00)

Board: Dhaka

**Secondary School Certificate (SSC):**

Institute : Saint Philips High School and College

Group : Science

Passing Year : 2008

Result: GPA= 4.81 ( out of 5.00)

Board: Rajshahi

## **Professional Training**

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**1. Cyber Security and Ethical Hacking**

Duration: 6 months (15-Dec-23 to continuing)

Venue: CodemanBD

**2. Fortinet's Network Security Expert (NSE 1 and NSE 2)**

Certification Date: April 20, 2020

**3. Server Administration and Cloud Management**

Duration: 2 months (24-Jan-19 to 31-Mar-19)

Venue: BASIS Institute of Technology & Management (BITM)

**4. Cisco Certified Network Associate (200-120)**

Duration: 2.5 months (21-Aug-16 to 03-Nov-16)

Venue: New Horizons Training Center

## **Project Works**

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**Topic:** Design and implementation of an Android Application.

## **Achievement**

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2<sup>nd</sup> runner-up at Telco Warfare-2015

## Personal Details

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**Father's Name:** Golam Minhaz Uddin

**Mother's Name:** Sabina Yeasmin

**NID No:** 19922693622001584

**Date of Birth:** 20/07/1992

**Marital Status:** Single

**Permanent Address:** Vill-Bhawanipur, Post- Raghurampur, Post Code-6596, Thana-Atrai, Dist-Naogaon

## References

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**1.Name:** Md. Tarikul Islam Bhuiyan

**Organization:** Al-Arafah Islami Bank Ltd.

**Designation:** Senior Principal Officer

**Address:** New Elephant Road Branch, Dhaka

**Phone (Office):** +880-2-8620782

**Mobile:** 01813814010

**Relation:** Uncle

**2. Name:** Sarwar Jahan

**Organization:** East West University

**Designation:** Senior Assistant Professor

**Address:** A/2, Jahirul Islam City, Dhaka

**Phone (Office):** +880-2-09666775577

**Mobile:** 01911748011

**Relation:** Teacher