

MD. RAIHAN ISLAM



535, Boro Masjid Goli, Ashkona, Dakshinkhan, Dhaka



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Career Objective:

To secure a challenging position in a reputable organization to expand my learning, knowledge, and skills while making a significant contribution to the success of the company.

Career Summary:

IT Support Specialist with over 2 years' experience supporting multi-platform computer software/hardware, networks, servers, and peripherals. Able to communicate effectively with all levels of management and staff. Proficient analytical and logical troubleshooting skills as well as able to assess and recommend solutions that facilitate IT business processes

Special Qualification:

Digital literacy (Word, Excel, PowerPoint, Sketchbook etc.) Decision making, Verbal and non-verbal communication. System analyst, Project management, Time management, team work. Adoptive to new technology & quick learner.

Employment History:

Total Year of Experience: 5.3 yrs

1. Implementation & Support Engineer (5.3 yrs)

(2 Oct 2018 - Continuing)

Systech Digital Limited

Area of Expertise:

MS SQL Server. (1 yr), Software Implementation (5 yrs)

Duties/Responsibilities:

Implementation payroll software in client PC. Training the client on payroll software. Providing support to clients regarding Systech Payroll software. Review system issues and act suitably. Providing support for Collect daily, weekly or monthly timesheets on client PC. Providing support for calculate bonuses and allowances on client PC. Prepare employees compensation by the end of each month using payroll software on client PC. Support for schedule bank payments or hand out paychecks directly to employees Distribute payment statements and gather signed receipts (digital or paper). Report on payroll expenses. Ensure wages and tax withholdings comply with regulations on client PC. Enter new employee's data (e.g. bank accounts and tax identification numbers) into internal databases. Answer questions about compensation, benefits, taxes and

insurance deductions. Install company software suite at customer sites. Configure and ensure software changes to system to assist in business organizational changes. Analyze system and compile system change needs as requested by customer. Coordinate with customer to resolve issues. Handle customer request priorities.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Bachelor of Science (BSc)	A.I	Bangladesh University of Business and Technology	CGPA:2.92 out of 4	2021	4
HSC	Science	Nawabganj Govt. College	CGPA:4.42 out of 5	2015	2
SSC	Science	Harimohan Govt. High School , Chapai Nawabganj	CGPA:4.75 out of 5	2013	2

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Software Quality Assurance	Testing , Operate	Systech Digital Ltd	Bangladesh	Uttara, Dhaka	2023	3 months

Professional Qualification:

Certification	Institute	Location	From	To
Basic to Advanced Excel	Skillfull Bangladesh	Dhaka	September 2, 2023	September 12, 2023
Payroll	IT Training Bd	Mirpur	March 1, 2023	June 30, 2023
Software Quality Assurance	IT Training Bd	Mirpur	November 1, 2022	January 31, 2023

Career and Application Information:

Looking For : Top Level Job
 Available For : Full Time
 Present Salary : Tk. 30000
 Expected Salary : Tk. 40000
 Preferred Job Category : Garments/ Textile,General Management/Admin,IT/Telecommunication
 Preferred District : Bogura, Dhaka, Rajshahi
 Preferred Organization Types : Banks,Computer Hardware/Network Companies,Engineering Firms,Garments

Skill:

Fields of Skill
<ul style="list-style-type: none"> Software Implementation Windows 2008 R2 Server Team Leader (Software)

- JIRA
- SQA
- MS SQL Server
- MS Word/ Excel/ PowerPoint/ OneNote
- API Testing using Postman
- IT System Management
- Administration

Language Proficiency:

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

Personal Details:

Father's Name : Md. Khairul Islam
 Mother's Name : Nilufa Yeasmine
 Date of Birth : 7 Jul 1997
 Gender : Male
 Weight (Kg) : 75
 Marital Status : Married
 Nationality : Bangladeshi
 Religion : Islam
 Permanent Address : 107/3 Shahibagh, Bissoroad more, Chapinawbganj Sadar, Nawabganj Sadar, Chapainawabganj 6300
 Current Location : Dhaka
 Blood Group : B+

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: M Rashidul Hasan	Ahsan Zahid Chowdhury
Organization	: Systech Digital Ltd	Systech Digital Ltd
Designation	: Managing Director and CEO	CTO
Primary Mobile No	:	
Primary Email	: ceo@systechdigital.com	ahsan.zahid@systechdigital.com
Relation	: Professional	Professional