

## Md. Hafizur Rahman

**Address:** 439 (1<sup>st</sup> floor), Boishakhi Area, South Monipur, Mirpur-2, Dhaka-1216  
**Mobile:** 01768772323  
**E-mail:** rahmansohel10@gmail.com



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### **Career Objective:**

To build a career in a growing organization, where I can get the opportunities to prove my abilities by accepting challenges, fulfilling the organizational goal and climb the career ladder through continuous learning and commitment.

### **Employment History:**

1. Organization : BRAC IT Services Limited  
Current Designation : Support Engineer (5.3 years)  
Duration : (3 March 2019 – Continuing)  
Current Job Location : 53, Gulshan-Avenue, Nafi Tower (Level-13), Gulshan-1, Dhaka-1212

**Duties/Responsibilities:** Responsible for providing L1 application support via email or verbal communication to end users for BRAC ERP software. After identifying the nature of the software issue (Data Entry / Correction, System Bug, Change Request, etc.), create a ticket in 'Jira' and provide L1 support to the end-user or escalate the issue to the appropriate backend team with proper approval from the concerned personnel. Regularly follow-up on pending tasks and accordingly update the progress to the end user. Overall, manage customer relationships and effectively communicate to get their satisfaction.

2. Organization : Bangla Phone Limited  
Designation : Support Executive (2.3 years)  
Duration : (05 June 2016 – 30 September 2018)  
Previous Job Location : Bangla Phone Limited (BPL), Gulshan-1, Dhaka-1212

**Duties/Responsibilities:** Customer complaint/feedback entry into management software (CRM), Monitoring of network using 'Nagios', Network fault entry into management software, Liaison with back-office operation center, Effective communication with clients and stakeholders over phone/email/meetings, overall ensure NOC (Network Operations Center) regular activity.

3. Organization : American International University-Bangladesh  
Designation : IT Assistant, Intern (3 months)  
Duration : (22 September 2015 – 17 December 2015)  
Previous Job Location : 408/1 (Old KA 66/1), Kuratoli, Khilkhet, Dhaka-1229

**Duties/Responsibilities:** Making Cat-5 and Cat-6 UTP cable with RJ-45 Connection, Cable Testing, Scanning documents and uploading to File Server (FTP), Configure and install- (Switch, Server, Wi-Fi, Printer, Scanner, CCTV, IP Camera), New PC deployment, Software installation on Virtual Machine (VM), Virus and malware removal, Connecting remote desktop user to VM, etc.

**Academic Qualification:**

<i>Exam Title</i>	<i>Concentration/Major</i>	<i>Institute</i>	<i>Result</i>	<i>Pass. Year</i>	<i>Duration</i>
B Sc. in Computer Science	Computer Science	American International University-Bangladesh	CGPA: <b>3.14</b> out of 4	2015	4 years
H.S.C	Science	Comilla Victoria Govt. College	GPA: <b>3.70</b> out of 5	2009	2 years
S.S.C.	Science	Comilla Modern High School	GPA: <b>5</b> out of 5	2007	2 years

**Technical Skills:**

- **Languages:** C, C++.
- **Internet Tools:** HTML, CSS, PHP, JavaScript.
- **RDBMS:** MySQL, Oracle, Microsoft SQL Server, PostgreSQL.
- **Networking:** Entry Level task on Ethernet and TCP/IP networks, IP Addressing, Sub-netting, VLSM, VLAN, IP services (DHCP, NAT, PAT, ACL), Routing (**Static, RIPv2, OSPF, EIGRP**), Basic Switching, LAN, VDI, IP Camera, Structure Cabling, Wireless Technology, Basic Network Security (**Cryptography, VPN, Firewall, IDS/IPS, CIA, Digital Certificate, PKI**).
- **Operating System:** Windows, Linux.
- **Microsoft Office Suite:** Microsoft Office (Word, Excel, Power Point, Outlook).
- **Hardware & Software:** Hardware & Software installation and PC troubleshooting.

**Personal Skills & Strengths:**

- Motivating & goal oriented.
- Analyzing every angle of a project before working on it.
- Accepting Challenges.
- Self-confident & great patience.
- Work with positive attitude to contribute the healthy functioning of the organization.

**Training Summary and Online Certification:**

- 1) CCNA (Routing & Switching)
- 2) LICT's FTFL Training Program (Internet of Things)
- 3) Software Quality & Testing
- 4) Cybersecurity Roles, Processes & Operating System Security
- 5) Write Professional Emails in English

**Personal Details:**

Date of Birth : 6<sup>th</sup> April,1992  
Gender : Male  
Marital Status : Single  
Hobbies : Playing Cricket & Football, Traveling, Writing & Reading Books.

**Area of Interest : Computer Networks, Network Security, Server Maintenance, Cloud Computing, Virtualization, Software Quality Assurance, Business Communication, Research.**