REJOAN AHMED

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01961528785

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SOCIAL

in **LinkedIn:**
https://www.linkedin.com/in/rejoanahmed

SKILLS

- Windows and Linux Based System Administration
- Antivirus and Firewalls
- Desktop and Laptop Hardware Troubleshooting
- Product Management & Optimization
- Customer Engagement & Support
- Data Analysis and Presentation
- Report Writing & Analysis
- Team Collaboration
- Help Desk Tools Proficiency
- IT Asset Management
- MS Word/ Excel/ PowerPoint/ OneNote/Outlook

PROFILE

To embark on a dynamic career journey that transcends traditional boundaries, where my versatile skill set and insatiable curiosity converge to drive innovation. Fueled by a passion for learning and a commitment to excellence, my objective is to contribute to a forward-thinking organization that values adaptability, creativity, and a proactive approach.

WORK EXPERIENCE

IT Executive

Malaysian Products International   February, 2024 – Present

- **Technical Support:** Provide technical support to employees and clients, resolving software and hardware issues promptly; develop and maintain IT support procedures and documentation.
- **System Management**: Oversee the maintenance, upgrading, and troubleshooting of all company IT systems and software to ensure optimal performance and security.
- **IT Strategy and Planning:** Collaborate with other executives to develop and implement the company's IT strategy; identify and recommend new technologies and systems to improve efficiency and support business growth.
- **Network Security:** Implement and manage security measures to protect company data and infrastructure from unauthorized access, cyber threats, and other vulnerabilities.
- **Client Support and Service:** Assist clients with technical issues related to the company's products and services; provide training and resources to help clients effectively use the company's products.
- **Innovation and Project Management:** Identify opportunities for technological innovation and lead IT projects from conception to completion, ensuring projects are delivered on time and within budget.

Support Executive, IT (Intern)

TEAM Group   May – September, 2023

As an IT Support Executive at TEAM Group, I played a pivotal role in ensuring the seamless functionality of the company`s IT infrastructure. I provided dedicated IT support to end-users, swiftly addressing their concerns and troubleshooting technical issues to guarantee uninterrupted workflow. Key Responsibilities and Achievements:

- During my tenure at TEAM Group, I led IT support operations, taking charge of providing efficient technical assistance, troubleshooting, and ensuring the seamless functioning of the organization's IT systems.
- Spearheading IT support, I addressed technical issues promptly, maintaining operational continuity through effective problem-solving strategies.
- Played a crucial role at TEAM Group, ensuring the smooth functioning of systems through proactive issue resolution and fostering effective communication among team members.

EDUCATION

Bachelor of Computer Science and Engineering (2019-2023)

- **Institution** : International University of Business Agriculture and Technology
- **CGPA** : 3.37 out of 4

Higher Secondary Certificate (H.S.C) (2018)

- **Institution** : Uttara High School & College
- **Group** : Science
- **Result** : GPA 4.08 out of 5.00

Secondary School Certificate (S.S.C) (2016)

- **Institution** : Uttara High School & College
- **Group** : Science
- **Result** : GPA 4.28 out of 5.00

REFERENCES

- Prof. Dr.Utpal Kanti Das
  Professor & Chair, Department of CSE, IUBAT
  Email: ukd@iubat.edu
  Relationship: Teacher
- Md. Rashedul Islam
  Assistant Professor & Coordinator, Department of CSE, IUBAT
  Email: rashed@iubat.edu
  Relationship: Teacher

DECLARATION

I, the undersigned, assure that to the best of my knowledge and belief, this CV correctly described my qualification, experience and me.

Sincerely Yours,

Rejoan Ahmed

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Rejoan Ahmed