

Resume Of M. Masud Rana


House: 03, Road: 09, Block: C, Ward: 54 (old-03), Village: Dhour
(Beside Khan Jame Masjid), Post office: Nishat Nagar, Thana: Turag,
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OBJECTIVE

Intend to work in a challenging environment, where a strong sense of responsibility and commitment requires, and where the dignity of work provides job satisfaction and place of work provides potential avenues to secure a satisfactory position in the organization.

WORKING EXPERIENCE

Organization	Duration	Designation
Bashundhara Group www.bashundharagroup.com 	March, 2019 to Present	Senior System Engineer, Cloud & System Infrastructure, BGIT.
	September, 2015 to February, 2019	System Engineer, Cloud & System Infrastructure, BGIT.

Major Responsibilities:

- Perform capacity planning and solution design also involve in full life cycle of related project.
- Installation, administration, maintenance, tuning and troubleshooting of windows based large system.
- Installation, administration, maintenance, tuning, troubleshooting and Configure different types of service like Windows Server, Hyper-V, VMware, Active Directory, Exchange 2016, DNS, DHCP, DFS, FTP, System Center Suite (System Center Virtual Machine Manager, Skype for Business, Configuration Manager, Operation Manager, Service Manager, Data Protection Manager), SQL Server, PKI and SAP etc.
- System configuration / Maintenance / Deployment / Tier-II support to IT help Desk / Service desk.
- Gauge the effectiveness and efficiency of existing systems; develop and implement strategies for improving or further leveraging these systems.
- Propose and create system design models, specifications, diagrams, and charts to provide direction to system programmer and development teams.
- Design and perform server and security audits, system backup procedures, and other recovery processes in accordance with the company's disaster recovery and business continuity strategies.
- Integrate servers, including database, e-mail, print, and backup servers and their associated software into enterprise systems.
- Create and maintain documentation as it relates to system configuration, mapping, processes, and service records.

- Coordinate and perform in-depth tests, including end-user reviews, for modified and new systems.
- Monitor and test system performance; prepare and deliver system performance statistics and reports.
- Provide orientation and training to end users for all modified and new systems.
- Any task Assigned by Management.

SQUARE informatiX Ltd.
(A Sister Concern of SQUARE Group)
www.e-home2u.com



(1Years 2 Month)
June, 2014 to August
2015.

Asst. Hardware Engineer, IT

Major Responsibilities:

- Maintain & troubleshooting all kind of Laptop, Desktop and other IT equipment in the organization.
- Imaging computers, configuring desktops, installing printers for users.
- Receive users complain through phone or email and entry it to complain management system.
- Provide support to users through phone, remote desktop, VNC, Team viewer and physical movement.
- Complete installation of windows OS and other software on windows environment according to ICT policy by ensuring Confidentiality of user data.
- Provide support on network, internet, desktop, laptop, printer, scanner, e-mail, Wi-Fi router, access points, antivirus etc.
- Installation and troubleshooting of lotus notes and traveler to the user end.
- Troubleshooting of basic smart phones' application and system.
- Correspond and escalate user complain to other team when required.
- Establish a good professional relationship with user.
- Documentation of troubleshooting and problem resolution steps.
- Microsoft office/outlook 2007/2010/2013, Windows 7, Windows 8 (Normal & Original) OS system & PC Repair experience.
- Installation and configuration SAP, MRPC and other IT software applications.
- Providing support for hardware and networking at the central & branch office.
- Computer networking (Specially TCP/IP) and Basic network troubleshooting.
- Setting up new users' accounts and profiles and dealing with password issues
- Maintain Virus detection, removal and prevention for all system problems.
- Negotiate with the service providers and the contractors for renovation, repair and other activities of ICT based activities.
- User satisfaction through IT service & support.

Computer Source Ltd.
www.computersourcebd.com



(3Years 7 Month)
November, 2010 –
June, 2014

Business Manager
(Executive Engineer, IT)

Major Responsibilities:

- All kind of Laptop & Desktop Computer Hardware & Troubleshooting.
- Troubleshoot and resolve problems using PC diagnostic utilities, software updates & drivers.
- Imaging computers, configuring desktops, installing printers for users, installing common software and virus cleaning.
- Microsoft Office/Outlook 2007/2010/2013, Windows 7, Windows 8(Normal & Original) OS system & PC Repair experience.
- Basic network troubleshooting.
- Ability to handle a customer on customer premises and to create customer satisfaction through service support etc.

EDUCATION			
Qualification	Institution	Duration	Result
Master of Science (M.Sc.) in Computer Science	Jahangirnagar University www.juniv.edu	2015-2016	CGPA-3.50 out of 4.00
Research Paper Publication	Publication In “International Journal on Cloud Computing: Services and Architecture (IJCCSA)” Vol. 6, No. 2, April 2016. “Implementation of the Open Source Virtualization Technologies in Cloud Computing” Under Supervision of: Professor Dr. Jugal Krishna Das, Jahangirnagar University. https://arxiv.org/abs/1605.03283 https://scholar.google.com/citations?user=tpObFrwAAAAJ&hl=en		
B.Sc. in Computer Science and Engineering (CSE)	Dhaka International University (DIU), 66 Green Road, Panthapath, Dhaka-1212. www.diu.ac	2010-2014	CGPA- 3.51 out of 4.00
Diploma in Computer Engineering	Patuakhali Polytechnic Institute, Patuakhali.	2006-2010	CGPA- 3.66 out of 4.00
Secondary School Certificate (SSC)	Kamarpara High School, Kamarpara, Turag (Uttara), Dhaka-1230	2004-2006	GPA- 3.56 out of 5.00

Professional Certification	
Organization	Certification Detail
Cisco www.cisco.com 	Cisco Certified Network Associate (CCNA-200-120) CISCO ID NO. CSC012711937 Validate this certificate's authenticity at www.cisco.com/go/verifycertificate , Certificate Verification No. 420574173252HRUM
	Cyberoam Certified Network & Security Professional-CCNSP CCNSP ID: CP270116/V3.1EL/15470 Validate this certificate's authenticity at https://training.cyberoam.com/training/webpages/home.jsp

Apple
www.apple.com



Apple Product Professional 2014 from Apple Fulfillment Services, 12545 Riata Vista Circle Austin (<https://idmsa.apple.com>) and Certification Order Number: APL93599.

Dell
www.dell.com



Dell Certified Systems Expert (Foundations 2010 & 2013 Desktops Certifications, Cert ID-3016 & 3114) with ID-279611 issued on the date of 28-Mar-2012 & 18 June 2014.

Dell Certified Systems Expert (Foundations 2010 Portables Certifications, Cert ID-2003) with ID-279611 issued on the date of 29-Mar-2012.

HP
www.hp.com



HP ExpertONE Certified in Accredited Platform Specialist (Hp Desktops, Workstations, and Notebooks [2010]) issued on the date of 27 June 2012.

PROFESSIONAL EDUCATION			
Course Name	Institution	Duration	Certificate
Server Administration & Cloud Management	BASIS Institute of Technology & Management (BITM) http://www.bitm.org.bd	2 Month	Complete
MCSA: Windows Server 2016	CSL Training www.csltraining.com	3 Month	Complete
Cisco Certified Network Associate (CCNA)	American International University Bangladesh (AIUB) www.aiub.edu	January, 2014 to October, 2014	CCNA1: Introduction to Networks. CCNA 2: Routing and Switching Essentials. CCNA3: Scaling Networks. CCNA4: Connecting Networks.

TRAINING & WORKSHOP EXPERIENCE		
Training Topic	Duration	Organization
VMware vSphere: Install, Configure, Manage [V6.7]	5 Days 3 rd to 7 th March 2019	VMware
ITIL Fundamentals	1 Day	Bashundhara Group
Project Server 2016 Administration	2 Days	Bashundhara Group
Wireless Technology (WiMAX)	1 Day (31 December, 2010)	Jobsbd.com

PERSONAL INFORMATION

Father's Name: Late M. A. Khalek Howlader
Mother's Name: Nurjahan Begum
Date of Birth: 8th April 1991
Nationality: Bangladeshi
National ID: 5081161795
Sex: Male
Religion: Islam
Marital Status: Unmarried
Mailing Address: House: 03, Road: 09, Block: C, Ward: 54 (old-03), Dhour, Thana: Turag, Post Office: Nishat Nagar, Dhaka-1711, Bangladesh.
Permanent Address: House: 03, Road: 09, Block: C, Ward: 54 (old-03), Dhour, Thana: Turag, Post Office: Nishat Nagar, Dhaka-1711, Bangladesh.
Phone: +8801671729210
Email: masudrana.ppi@gmail.com, masudrana.cse@hotmail.com,

LANGUAGE SKILLS

- Fluent in speaking, writing & listening in both English and Bengali.
- Strong communication and interpersonal skills.
- Comfortable with working long hours in the lab as well as an organization.

HOBBIS & INTERESTS

- Highly interested to read various Books, Articles & Magazines.
- Listening Music and Watching Movie.
- Playing badminton, cricket and football and also liked Traveling.

REFERENCES

Mohammad Mizanur Rahman

Head of Infrastructure, BG IT
Bashundhara Group.
Media House, 371/A, Block-D,
Bashundhara R/A, Baridhara, Dhaka-1229.
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Debashis Chakraborti

Sr. IT Manager
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Declaration of Authenticity

"I CERTIFY THAT ALL THE INFORMATION THAT I HAVE GIVEN, ARE GENUINE TO THE BEST OF MY KNOWLEDGE. I AUTHORIZE THE RECEIVER OF THIS CV TO VERIFY THE INFORMATION PROVIDED IN THIS RESUME."

Signature



M. Masud Rana