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| **Career Objective:** |
| Gaze for an exigent position in a reputed organization, offering accomplished experience, credentials and technical expertise in the areas of Network, Application, Desktop and ICT equipment Support. |

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| **Employment History:** | |
| **Total Year of Experience :** 9.8 Year(s) | |
| 1. | **Senior Officer-Core Banking Solution ( June 30, 2011 - Continuing)** |
| . | **First Security Islami Bank Ltd.**  Company Location : 23 Dilkusha C/A, Motijheel, Dhaka-1000  Department: IT  ***Duties/Responsibilities:***  - Configure and maintenance of Core Banking Solution (Bank Ultimus) Islamic Version. - Develop in house web based software in PHP,HTML,CSS,Javascript and MySQL. - Conduct Beta test and UAT of New UI, SP writing, PL/SQL, and query for reporting and database support. - Parameter setup for new branch in BankUltimus and troubleshoot existing online Banking Solution. - Backing up, recovering, loading, replication, data transformation, conversion and integration (cold backup, hot backup, logical backup import/export, SQL\*Loader, RMAN, RMAN Repository Configure). - Security Implementation, User and Role creation and Appropriate Privilege maintain. - Oracle 11g Dataguard implementation, Switchover, fall server setup and maintenance. - Responsible for EOD Process, Data Backup and support Data center operation 24X7. - Perform Migration task and after migration support to BankUltimus Software from PCBank2000. - Prepare various financial reports as per requirements and conduct IT training for end users. |
| 2. | **System Support Supervisor, SHEBA(Hospital IT) ( June 02, 2010 - June 30, 2011)** |
| . | **ICDDR,B (International Centre for Diarrhoeal Disease Research, Bangladesh)**  Company Location : 68 Shaheed Tajuddin Ahmed Sarani, Mohakhali, Dhaka  Department: Executive Director Division  ***Duties/Responsibilities:***  - Support more than 300 end-users with Microsoft Dynamic Navision ERP, computer, network systems and peripheral devices in Dhaka and Matlab Hospital along with Mirpur Treatment Center of ICDDR, B. - Troubleshooting and resolution of Patient, Admin, Finance Module of ERP solution. - Maintain and develop Inventory and support desk Trouble Ticketing System in PHP, MySQL. - Provide advanced support for Tablet PC (C5), PDA application developed in .NET. - Report generation from Database, prepare presentation and organize training programs for end users. - Ensure periodic maintenance of Hardware, installed and configured CISCO routers and switches. - Responsible for Virus detection, Removal, Synchronization update and Prevention of entire system. - Maintaining Active Directory Domain users, passwords, data backup and file system security. - Coordinate and liaison with Vendors, others department and SHEBA team. |
| 3. | **Executive, Data Support ( September 14, 2008 - June 01, 2010)** |
| . | **Citycell (Pacific Bangladesh Telecom Ltd.)**  Company Location : 14 Mohakhali C/A (1st Floor), Dhaka-1212  Department: Consumer Business  ***Duties/Responsibilities:***  - Install, configure and maintenance of multi vendor CDMA modems. - Download customer Data from Database Server and analyze to assign priority.  - Upload data into CRM Server for user level feedback and generate report. - Handle user connectivity and speed complains regarding Zoom/ZoomUltra and provides resolution. - Provide technical support for Data Services (CDMA 1X / EV-DO) installation and manage user operation, security and troubleshooting. - Responsible for user Internet (Dial-up) connectivity and VPN connectivity of corporate clients. - Check user status and coordinate with Engineering, NOC for unusual problem. |
| 4. | **Officer (IT) ( February 01, 2000 - March 31, 2004)** |
| . | **SMH Engineering Ltd.**  Company Location : 52 New Eskaton, TMC Building (7th Floor), Dhaka  Department: IT  ***Duties/Responsibilities:***  - Installation, maintenance and troubleshooting O/S, Software, Hardware of all Work Station. - Maintaining, monitoring & administrating the Local Area Network and coordinate with ISP. - Responsible for Virus detection, Removal and Prevention of entire system.  - Coordinate with software firms for newly developed software and company website. |

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| **Academic Qualification:** |
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| **Professional Qualification:** |
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| **Specialization:** |
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| **Personal Details :** |
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