Md. Shahjalal Shaon

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"Afsani Villa" 9, Hossaini Dalan Road, Dhaka-1211
+8801671046145

Objectives

Looking for a challenging role in a reputable organization to utilize my technical, database, and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector.

Experience

Eicra Soft Ltd. | H# 6, R# 33 Gulshan -1, Dhaka
Network & System Support Engineer   October,2016 – Till now
Responsibilities:

- Speaking with customers via e -mail and phone for initial requirement capture.
- Setting up user accounts, permissions & passwords.
- Fixing network faults and doing basic maintenance in network.
- Day to day admin and monitoring of network use .
- Supervising helpdesk staff .
- Overseeing security of al systems, specially the internet and installing antivirus protection .

Apple Communication Ltd | H#19, R#4 Gulshan-1, Dhaka
Assistant System Admin   January,2014 – March,2016
Responsibilities:

- Ability to prioritize technical problems in order to resolve it immediately.
- Working with router, switch, firewall, and other networking devices and servers.

- Diagnosing and troubleshooting hardware, software, and network faults.
- Providing remote, onsite & over phone supports to the user.
- Monitoring network device, remote client and create regular report.
- Working closely with other departments/organizations and collaborating with other staff.

Integrated Business Communication & Network Solution Limited | H#5, R#1 Dhanmondi-1, Dhaka
Engineer, GNOC   October,2012 – October,2013
Responsibilities:

- Monitor the alarms of all Network Elements throughout the Operations and Network Management software.
- Resolving technical issues raised by the clients, creating TTs accordingly and following up the TTs.
- Monitoring Up-to-date internet bandwidth usage of IGW clients by Cacti.
- Monitoring network health in terms of traffic observation, resource utilization, fault and alarm observation etc.
- Co-operating with other technical departments of the company (transmission, core network).
- Monitoring total network, IPLC connectivity, International PoP connectivity, system alarms and localizing faults with corrective measures.
- Observing running calls, E1 status and informing about ACD/ASR of IP/TDM clients.
- Communicating with clients about all GNOC related issues.
- Responsible for all types of assigned tasks from management.
- Monitor overall performance and assure quality of service.
- Prepare daily report, weekly report, on demand report for call performance, quality of service, circuit utilization, inbound outbound traffic routing, alarms etc.

Education

American International University-Bangladesh
2013-2014 Masters in Telecommunication (M.Tel)
- CGPA 3.00 on a scale of 4.00

American International University-Bangladesh
2008-2012 Bachelor of Science in Electrical & Electronics Engineering
- CGPA 3.59 on a scale of 4.00

Notre Dame College
2004-2006 Higher Secondary School Certificate in Science
- GPA 4.80 on a scale of 5.00

Engineering University School
2002-2004 Secondary School Certificate in Science
- GPA 5.00 on a scale of 5.00

Technical Skills

- Conversant basic knowledge about IP routing and management, computer networking, transmission.
- Proficient in Microsoft Windows XP, Vista, Windows 7, Microsoft Office 2007 (Word, PowerPoint, Excel).

Communication Skills

- Fluent in oral and writing in both English and Bengali.

Certifications, Training, Workshops, Seminars

- Certification on Red Hat Certified Engineer(**RHCE**) from Linux Pathshala. **[160-090-080]**
- Certification on Red Hat Certified System Administrator(**RHCSA**) from Linux Pathshala. **[160-090-080]**
- Course on Cisco Certified Network Associate (**CCNA**) from New Horizons Computer Learning Center (68 Hours course)

Extra-Curricular Activities

- Chairperson, IEEE AIUB Student Branch, 2011-2012.
- Program Committee Member, IEEE AIUB Student Branch, 2009-2011.
- Student Member, IEEE, 2008-2011

Md. Shahjalal Shaon

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Personal Details

Father	Md. Ibrahim Babul
	Businessman
Mother	Sufia Akhter
	Home-maker
Date of Birth	14th April, 1989
Marital Status	Unmarried
Blood group	B+
Permanent Address	Vill-Balakhal, P.O. Balakhal Bazar, Sub District- Haziganj, District-Chandpur

References

Md. Atiqur Rahman

Senior Project Manager

Eicra Soft Limited

H# 6, R# 33, Gulshan -1, Dhaka

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Email: atik@gmail.com

Saniat Rahman Zishan

Senior Assistant Professor,

Faculty of Engineering

American International University-

Bangladesh

Mobile: 01720191713

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Signature

Md. Shahjalal Shaon