Fitrat Mohammad Abdullah

Flat: F-10, House: 39-B/1
Shymoly, Ring Road, Dhaka-1207
Mobile: 01711- 373388
Email: fitrat.aiub@gmail.com

I intend to establish my carrier in the wide field of Information Technology. I would like to work with an integrated business solution provider contributing to the company's growth and in turn ensuring personal growth. I believe that my technical, functional and communication skills will enable me in facing the challenging career ahead.

PROFESSIONAL EXPERIENCE

Crossover   **26th March / 2018 – Current**
Independent Consultant, L1 Customer Support Engineer
Client: Optiva Inc.

- Receive and process customer complain at L1 level

- Troubleshoot and resolve issue
- Escalate issues to L2 and development.
- Handling service ticket.

Cel Telecom Limited, Dhaka
System Engineer (Billing & Revenue Assurance)   **1st July/ 2017 – 15th March / 2018**
Asst. System Engineer (Billing & Revenue Assurance)   **5th May / 2016 – 30th June / 2017**

- Responsible person for IT as per management demand.

- Configuration and troubleshooting of IP printer.
- Troubleshoot Oracle based Analytics software.
- Working with call detail records, management dashboard.
- Working as 1st and 2nd level support for billing infrastructure issues.
- Invoicing, Rating and solving technical issues regarding those.
- Monitoring, troubleshooting of billing server, software, network.
- Call routing, carrier provisioning in billing system.

Cel Telecom Limited, Dhaka   25th January / 2014 – 4th May / 2016
Asst. System Engineer (Network Operation Center)

- Responsible Person for IT department.
- LAN administration
- Client end outlook support
- Planning and implementation, reporting and documentation of physical & logical networks. Responsible for Core Network Operations and Configuration.

- Coordinating with Vendors, International carriers, Service Providers for implementation and operational issues Trace analysis (SIP for IP).
- Providing 1st and 2nd level support for the network operation.
- Troubleshooting of router and switch.

Ayman Textile and Hosiery Limited, Dhaka   2nd **January /2010 – 31th December / 2012 (Part Time)**
                                                 1st **January /2013 – 23rd January / 2014 (Full Time)**

System Engineer (IT)
- Installing software and drivers for new laptop and desktop computer.
- Troubleshooting & Resolving hardware, software, network related issues.
- Configuration, administration, troubleshooting of Windows servers and workstations.
- Active Directory user management.
- Connecting users to windows file server and troubleshooting if any error occurred.
- Configuration and troubleshooting of IP and shared printer.
- Performing data backup.
- Managing IT inventory.

TECHNICAL SKILLS

Microsoft OS: Windows 2000, XP, Seven, Ten, Server 2003, Server 2008
Microsoft Office: Office 2000, 2003, XP, 2007, 2010, 365
Collaboration Tools: Skype, Skype for business, Google Hangout
Networking: IP sub-netting, Microtic Router Administration
System Administration and Engineering: Active Directory, Active Directory Domain Controller, Active Directory user management, FTP server , Web server , DNS server, Cronjob, linux partition, iptables, SSH, LDAP, Samba, ISCSI.
Database: MySQL, Oracle
Programming: Python, PHP

EDUCATION

- Master of Science, Computer Science
  Jahangirnagar University
  2016, CGPA: 3.59
- Bachelor of Science, Computer Science
  American International University-Bangladesh
  2012, CGPA 3.05
- Higher Secondary Certificate
  2007, GPA 3.0
- Secondary School Certificate
  2004, GPA 4.0

Professional Certification:

- RHCSA & RHCE
  Certificate Number: 140-212-291 (Nov 2014-Nov -2017)

Professional Certification:

- CCNA (1,2,3)

Personal Information:

Full Name   : Fitrat Mohammad Abdullah
Father's Name   : Md. Sanaullah
Mother's Name   : Roksana Begum
Date of birth   : June 19, 1987
Nationality   : Bangladeshi
Religion   : Islam
Marital Status   : Unmarried
Blood Group   : A+

References:

1) **Zeead Tanjim**
   Head of Technical
   Cel Telecom Limited
   Contact: 01713038272
   Email: tanjim@celtelecom-bd.com

2) **Imran Ahmed**
   Head of Billing & Revenue Assurance
   Cel Telecom Limited
   Contact: 01610005901
   Email: imran@celtelecom-bd.com