



MAHBUB MORSHED FAISAL

📍 **Home:** Monjil Samir Tower, House: 18, Road: 04, Block: Mollartek, Post Office: Ashkona, Police Station: Dakshinkhan, 1230, Dhaka, Bangladesh

✉️ **Email:** m.morshed.f@gmail.com 📞 **Phone:** (+880) 1775583837

Date of birth: 08 August 1997 **Nationality:** Bangladeshi

WORK EXPERIENCE

[14 March 2022 - Current]

Customer Service Executive

Mutual Trust Bank Limited

City: Dhaka

Country: Bangladesh

- Monitor TranzWare Online and TranzWare FiMi web for ATM malfunction status and cash position status.
- Performing configuration, modification, command processing, and setup of ATM terminals.
- Manage off-us disputes and offer Electronic Journal updates in response to customer dispute claims.
- Perform routine maintenance to ensure optimal functionality of ATMs.
- Collaborate with ATM vendors to address hardware or software failures and facilitate recovery.
- Collaborate with branches and ATM vendors to address and resolve ATM-related issues.
- Processing or development of system configurations and related parameters.
- Manage the oversight, troubleshooting, and monitoring of ATM booth surveillance systems.

[01 Feb 2021 – 13 Mar 2022]

Network Operation Centre (NOC) Associate

Quickly Global Limited

City: Dhaka

Country: Bangladesh

- Responsible for 2G transmission and BTS room power system.
- Monitoring and analyzing various alarm types related to BTS (P1, P2, P3, MUX, Link).
- Inspection of different types of BTS equipment.
- Gather technical data per site and create root cause and KPI reports for all chargeable sites.
- Accountable for maintaining communication with the partner company (Robi Axiata Ltd.) regarding any network-related matters.

[04 May 2018 – 28 Jan 2021]

Student Assistant

American International University-Bangladesh

City: Dhaka

Country: Bangladesh

- Provide direct reports to the IT Operations Director.
- Record student information in the system.
- Managing the procedure for students to drop courses.
- Providing technical assistance to students for the online portal system.
- Employee and student ID card printing and distribution.
- Students' exam permit printing and distribution.

EDUCATION AND TRAINING

[10 Feb 2023 - Current]

Professional Masters in Information Technology

Jahangirnagar University

City: Dhaka

Country: Bangladesh

www.juniv.edu

[17 Jan 2017 – 10 Oct
2021]

Bachelor of Science in Electrical and Electronic Engineering

American International University-Bangladesh www.aiub.edu

City: Dhaka

Country: Bangladesh

Field(s) of Study: Engineering, manufacturing, and construction

Final Grade: 2.89 out of 4.00

[1 Jul 2014 - 18 Aug
2016]

Higher Secondary Certificate (HSC) Examination

Shaheed Ramiz Uddin Cantonment College www.srcc.edu.bd

City: Dhaka

Country: Bangladesh

Field(s) of Study: Science

Final Grade: 4.42 out of 5.00

1 Jan 2003 - 17 May
2014

Secondary School Certificate (SSC) Examination

Shaheed Ramijuddin High School www.sbrbcs.edu.bd

City: Dhaka

Country: Bangladesh

Field(s) of Study: Science

Final Grade: 4.31 out of 5.00

ACADEMIC RESEARCH

Simulated Design of Agriculture Robot.

Research Scope: Internet of Things (IoT)

Developed an IoT-based agricultural robot in a simulated environment capable of autonomously conducting tasks such as unmanned irrigation using renewable energy, guided by microcontroller programming.

DIGITAL SKILLS

Autodesk Fusion 360 | Autodesk AutoCAD | PLC & HMI | C Programming | Microsoft 365

MEMBERSHIP

The Institution of Engineers, Bangladesh (IEB)

Type: Associate Member

ID: A-24850

Valid Till: 2024

LANGUAGE SKILLS

Mother tongue(s): Bengali

Other Language(s):

English

Fluent in spoken and written.