**MD. IMRAN**

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**Career Objective**

Looking for a position which is an excellent match for my skills. I am interested in a new challenge and an opportunity to use my skill and experience to the organization and to enhance my skill for better future.

### **IT Skills:**

**Operating System:**

* Server OS: **Windows 2008/R2** and **Windows 2012/R2.**
* Client OS: **Windows XP, 7, 8/8.1 and 10. Macintosh**
* Linux OS: Client and Server based.
* Other Application/Software: **MS-Office**.

**Networking:**

* Setting up **IPv4** & **IPv6** network, **troubleshooting** and **maintenance** of **LAN/WAN** in **workgroup** and **domain** **environment**.
* Installing and configuring proxy server**, Internet connection sharing** and **Windows firewall configuration.**
* Also have knowledge of configuration of Routing: Configuring RIP, OSPF, EIGRP, SSH and Switching: Configuring VLAN, VTP, RSTP, and PVST.

**Hardware:**

* PC maintenance, assembling and troubleshooting.

**Utilities:**

* Antivirus and 3rd party software’s installation, configuration and up gradation.
* Data Recovery.

**Work Experience:**

**Company name:** Compware Systems & Service.

**Company profile:** This company works in the field of IT, providing solution for all types of technical services including hardware, software, networking, client and server OS (Windows & Linux).

**Designation:** Desktop Support Engineer

**Duration:** July 2013 – till date

**Notice period:** 30 (Thirty) Days.

## **Responsibilities:**

* Identifying and meeting the needs and expectation of users through the application of the skills and knowledge acquired for the role and delivered exceptional services.
* Provided customer and network administration services such as **passwords, electronic mail accounts, security and troubleshooting** using established debugging procedures to over 100 users.
* Performing and monitoring daily **backups** and **restore** jobs.
* Maintaining **computer networks** and related computing environments, including **computer hardware, system software, application software and all configurations.**
* Resolving various **technical problems** ranging from **PC’s, hardware, software, network printers, LAN/WAN,** as well as **configuring and maintaining** computing infrastructure**.**
* Providing **investigation, diagnosis, resolution and recovery** for hardware/software problems.
* Managing **service requests**, **software installations, computer setups/upgrades**, etc.
* Appling **OS patches** **and upgrades** on a regular basis, and upgrade administrative tools and utilities, also configure and add new services as necessary.
* Maintaining **system efficiency and performance** and troubleshooting problems reported by users and identifying user needs.
* Supporting **LAN/WAN, internet and intranet systems**.
* Maintain **system security**, such as **analyzing** and **isolating system issues**.
* **Monitoring network performance** to determine whether adjustments needed to be made and determined where changes will need to be made in future.
* Administered **User Accounts** in Active Directory.
* Performing **installation, configuration and troubleshooting** of software/applications & drivers.
* Performing installation and configuration of **Windows and Linux client/server** operating systems.
* Performing installation, configuration, troubleshooting, backup & restore of Email Clients.
* Performing update, troubleshooting of anti-virus, and fixing issues with internet access.
* Performing **domain joining re-joining** operation if users were not able to login on their machine.
* Providing **phone** and **remote desktop support** to end-users.
* Performing **drive encryption using bit-locker**.
* Configuring and troubleshooting of **DNS/DHCP services**.
* Configuring **file and print services,** Knowledge of **IP printing configurations, static and reserved IP addresses** within network.
* Configuring, maintaining and managing of **IP addressing services** and networking equipment.
* Maintaining, configuring and **backup of active directory** and additional active directory server roles.
* Knowledge of configuring **servers-samba**, telnet, ssh, dhcpd, dns, apache and **nfs.**
* Knowledge of configuring DVR/NVR to access online and managing backup.
* Knowledge of configuring **Macintosh** pc.
* Configuring **Android, Windows and iOs (Apple)** handheld devices and tablets.

## **Skills Used:**

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* **Installation • Application Troubleshooting**
* **Backup and Recovery • Internet Troubleshooting**
* **Windows/Linux Client and Server OS • Customer Service**
* **Software and Hardware Troubleshooting • Testing**

**Educational and Technical Qualification:**

* Bachelor of Commerce under Indira Gandhi National Open University, Kolkata in 2012.
* Completed Network Technologies Plus (NT+) Certification, as per the curriculum of **MCSA, CCNA**, **RHCSA** and **Basic Networking**, from Brainware Computer Academy, Kolkata in 2016.
* Completed Training of **RedHat Certified Engineer (RHCE)** as per the curriculum, from Brainware Computer Academy, Kolkata in 2016.
* Completed **Advance Diploma in Multimedia**, from ARENA Multimedia, Kolkata in 2008.
* Completed **Hardware (A+) and Networking (N+)** training from Software Technology Group (STG), Kolkata in 2003.

**Personal Skills:**

* Have excellent interpersonal skills and determined to learn new technologies to meet the challenging environment.
* Can work under pressure, with less supervision, under flexible hours, and handle target-oriented environment.
* Have good interpersonal and teamwork skill.
* Have good analytical and logical problem solving ability.
* Have ability to work independently and in a team environment.
* Have ability to communicate well with internal and external contacts.
* Have very keen interest in technology and to learn more about the subjects I am working on.
* Love observing, concentrating and always dedicated to whatever I do.

**Extra-Curricular Activity**: Participating in Debates, Elocution, and social works.

**Hobbies:** Riding Bikes, Travelling, listening to music, reading poems, newspapers and magazine.

**Personal Details:**

**Date of Birth:** 21st September, 1986.

**Gender:** Male.

**Marital Status:** Single.

**Nationality:** INDIAN.

**Language Known:** English, Hindi, Urdu, and Bengali.

**Relocation:** Open.

**Passport Detail:**

**Nationality:** INDIAN

**Gender:** Male

**Date of Birth:** 21/09/1986

**Date of Issue:** 05/08/2009

**Date of Expire:** 04/08/2019

I hereby state that all the above Information stated by me is true to the best of my knowledge and belief.

DATE: SIGNATURE

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