

MD Parvez Hossen

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Career Objective

To obtain a System Support Engineer position where I can apply my nearly 4 years of experience in IT support, networking, and technical troubleshooting while contributing to organizational success and professional growth.

Career Summary

System Support Engineer with experience in IT infrastructure, network support, and troubleshooting.

Special Qualification

Hardworking, Strong Team Player, Able to Work Under Pressure, Quick Learner

Experience

Total Year of Experience: 4.5 yrs

1. System Support Engineer (1.8 yrs)

(01 Jan, 2025 - Continuing)

M/S ERA TRADERS

Sadar, Shariatpur

Area of Expertise

Mikrotik Administration (1.6 yrs), Network Administration (1.6 yrs), Technical Support (1.6 yrs)

Duties/Responsibilities

1. Installed, configured and maintained MikroTik routers, switches and network devices.
2. Monitored and troubleshoot LAN/WAN and fiber optic network issues.
3. Provided technical support to customers and resolved network-related problems.
4. Configured routers, switches and wireless access points. Installed and maintained GPON/EPON ONU devices and ensured stable internet connectivity.
5. Coordinated with the NOC team to maintain uninterrupted network services.

2. System Support Engineer (1 yr)

(01 Jan, 2024 - 31 Dec, 2024)

IDEAL COMMUNICATION NETWORK

Pabna

Area of Expertise

Customer Support (11 months), Mikrotik Administration (11 months)

3. System Support Engineer (1.3 yrs)

(01 Oct, 2022 - 31 Dec, 2023)

Tlink Communication

Mirpur, Dhaka

Area of Expertise

Cisco Switch and Router (1.3 yrs), Customer Support through Phone (1.3 yrs)

4. Junior Executive (0.5 yrs)

(10 Apr, 2022 - 30 Sep, 2022)

E-Learning & Earning Ltd.

Khaja IT Park, Mirpur Dhaka 1207

Area of Expertise

IT Services (5 months), Network installation (5 months), Networking and Communications (5 months)

Academic / Education

Exam Title	Concentration/ Major	Institute	Result	Pas.Year	Duration	Achievement
Diploma in Engineering	Computer Science and Technology	Naogaon Polytechnic Institute	3.77 out of 4	2022	4	Mikrotik RouterOS, Cisco Switching & Routing, Huawei, GPON/EPON OLT, TCP/IP, VLAN, DHCP, DNS
SSC	Science	Jagdash High School	4.89 out of 5	2018	2 Years	Achieved GPA 4.89 out of 5.00

Training

Training Title	Topic	Institute	Country	Location	Year	Duration
Cisco Certified Network Associate	Networking	E-Learning and Earning	Bangladesh	Dhaka	2022	5 months
MikroTik Certified Network Associate	Networking	E Learning and Earning Ltd.	Bangladesh	Khaja IT Park	2022	3 Month
Hardware and Networking with Troubleshooting	Hardware & Networking	E-Learning & Earning Ltd.	Bangladesh	Khaja IT Park , Mirpur Dhaka 1207	2022	3 Month
CCTV Maintaining	CCTV & Surveillance	E-learning & Earning	Bangladesh	Khaja IT Park, Mirpur	2022	3 Months
Data Entry Expert	Data Entry	Master IT	Bangladesh	Dhaka , Bangladesh	2020	2 Months

Career and Application Information

Preferred Job Category : Engineer/Architect, IT/Telecommunication, Other Special Skilled Jobs

Looking For : Top Level Job

Present Salary : Tk. 30000

Expected Salary : Tk. 35000

Preferred District : Barishal, Bogura, Chattogram, Dhaka, Khulna, Rajshahi

Preferred Country : Australia, Canada, Italy, Japan, United Kingdom, United States

Skill

Fields of Skill	Description
• CCNA (Cisco Certified Network Associate) • Hardware & Networking • Mikrotik Administration • CCTV Installation • Microsoft Office • Technical Support • Corporate IT Support	Nearly 4 years of experience in IT and ISP technical support. Proficient in network troubleshooting, MikroTik RouterOS, Cisco networking fundamentals, Huawei GPON/EPON OLT & ONU configuration, LAN/WAN, TCP/IP, DHCP, DNS, and CCTV installation. Experienced in supporting end users, maintaining network infrastructure, and resolving technical issues quickly to ensure uninterrupted network services.

Language Proficiency

Language Proficiency

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	High	Medium

Personal Details

Father's Name : Abdur Razzak
Mother's Name : Parvin Bibi
Date of Birth : 05 Mar, 2003
Gender : Male
Marital Status : Single
Nationality : Bangladeshi
Religion : Islam
Permanent Address : Panchupur, Atrai, Naogaon
Current Location : Bazar Road, Shariatpur Sadar, Shariatpur
Blood Group : A+
Height (Meter) : 0.13
Weight (Kg) : 70

Reference

Name : Redwan Islam Bhuiyan
Organization : XI-TECH BD
Designation : Senior Network Engineer
Address : Malibag
Email : mdyuhin@gmail.com
Relation : Professional

Name : Mahamudul Hasan
Organization : XI-TECH BD
Designation : Managing Director
Address : Malibag
Email :
mahamudulhasan77@gmail.com
Relation : Professional