KAZI AKHTARUL ANAM

ABOUT ME: To pursue a challenging career and be part of a progressive organization that gives scope to enhance my knowledge, skills and to reach the pinnacle in the computing and research field with complete determination, dedication, and hard work.

CONTACT

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EDUCATION

- **BSc in CSE (Computer Science Engineering)**

  American International University – Bangladesh (AIUB)
  2015-2019
  Group: Science
  CGPA: 3.39

- **H.S.C (Higher Secondary Certificate)**

  Chatmohar Degree College, Rajshahi
  2012-2014
  Group: Science
  GPA: 3.10

- **S.S.C (Secondary School Certificate)**

  Chatmohar R.C.N & B.S.N. High School
  Rajshahi
  2010-2011
  Group: Science
  GPA: 4.63

WORK EXPERIENCE

November 2023 - Present

DEPUTY MANAGER *(Promoted)*
Company Name: String Technology Limited
Department: Technology Solution

- Supported maintenance, installation, and upgrades of Windows and Linux OS.
- Provided technical support, resolving issues with internal and external applications.
- Offered comprehensive training on new software, systems, and applications.
- Installed malware for network and computer security.
- Delivered presentations and incorporated changes into project workflows.
- Reported project status and financial updates to stakeholders.
- Managed client expectations for project delivery within budget and time constraints.
- Scheduled handover sessions for snag-free project completion.
- Managed AMC of IT equipment servicing and escalated issues when needed.
- Developed disaster-recovery procedures and data backup protocols.
- Drafted policy documents and managed vendor contracts.
- Developed implementation strategies with project schedules and work plans.
- Evaluated the performance and productivity of temporary resources.
- Installed, configured, and maintained LAN software and hardware related to any kind of router, firewalls, servers, VMware, Hyper-V, NAS server, personal computers, and printers. Maintain Cloud servers on different platforms.

January 2023 – October 2023

SENIOR EXECUTIVE *(Promoted)*
Company Name: String Technology Limited
Department: Technology Solution

- Supported maintenance, installation, and upgrades of Windows and Linux OS.
- Provided technical support, resolving issues with internal and external applications.
- Offered comprehensive training on new software, systems, and applications.
- Installed malware for network and computer security.
- Built collaborative relationships with project teams.
- Delivered presentations and incorporated changes into project workflows.
- Reported project status and financial updates to stakeholders.
- Managed client expectations for project delivery within budget and time constraints.
- Scheduled handover sessions for snag-free project completion.
- Managed AMC of IT equipment servicing and escalated issues when needed.
- Developed disaster-recovery procedures and data backup protocols.
- Defined project scope and objectives based on client contracts.
- Drafted policy documents and managed vendor contracts.
- Developed implementation strategies with project schedules and work plans.
- Hired and managed temporary resources in coordination with HR.
- Evaluated the performance and productivity of temporary resources.
- Installed, configured, and maintained LAN software and hardware related to any kind of router, firewalls, servers, VMware, NAS server, personal computers, and printers. Maintain Cloud servers on different platforms.

CORE COMPETENCIES

- **Programming Languages**

  C, C++, Java, C#, JavaScript, PHP, Python, OOP with C++ & Java

- **Web Technologies**

  HTML, CSS

- **Computer Network**

  FLSM, VLSM, IP Configuration, Routing, Switching, Router Security, Server Configuration, DHCP, NAT, DOT 1Q, OSPF, BGP, RIP, VLAN, VTP, VPN, AC

- **Network Tools**

  Cisco Packet Tracer, Winbox, Putty

- **Database**

  MS SQL Server, MySQL, SQLite

- **Development Tools**

  Visual Studio, Eclipse, Net-Bin, Code Blocks, Notepad++, Git Bash

- **Operating System**

- **MS Office & G-Suite**

- **Git**

- **Qlik & Power BI**

TRAINING & COURSES

- **Cisco Certified Network Associate (CCNA)**
  Verification No.: SSRJ75RP2CE11GK7
  AIUB Continuing Education Center

- **Network Security Associate (NSE-1 | NSE-2 | NSE-3)**
  Fortinet Tanning Center

- **Training on Mikrotik**
  BASIS Institute of Technology & Management (BITM)

- **Microsoft Windows Server Hybrid Administrator Associate 2022**
  AT Computer Solutions Limited

March 2020 – December 2022

EXECUTIVE
Company Name: String Technology Limited
Department: Technology Solution

- Work as a team member on the Project Management team.
- Customer support on Acsys Projects, Edison Project, and other projects as assigned.
- Learn the product knowledge of the company for all products and solutions.
- Work for the IT support system of the Office Internal IT.
- Configuration & troubleshoot of routers, switches, firewalls, servers.
- Installing and configuring hardware, software and OS.
- Project inventory and database management & Technical Documentation Prepare.
- Self-development and learning on new product and technology related to the Role.
- Support Technical team for smooth project implementation.
- Project Budget preparation and cost control on project implementations.
- Evaluate the performance and productivity of the temporary resources.
- Prepare and comply project expenses claim settlement with finance.

June 2019 – March 2020

EXECUTIVE
Company Name: Aamra Networks Limited
Department: Internet & Infrastructure Department

- Guide and train employees on IT processes, policies, tips, and tricks.
- Provide support for all IT issues & Troubleshoot computer hardware issues.
- Provide IT reporting and documentation, work planning, design, and implementation.
- Coordinate and escalate UPS and IT server room issues in the regional office.
- Provide support during mass deployment of IT services or applications in client devices.
- Log and follow up on end-user calls, tickets, or emails using company-provided trouble ticketing software.
- Follow up with vendors and cross-functional teams, and track, route, and escalate issues.
- Verify IT assets in physical presence based on demand.
- Configure and maintain Mikrotik, Cisco routers and switches, different kinds of Wi-Fi routers, and access points.

PERSONAL INFORMATION

Full Name:	Kazi Akhtarul Anam (Pavel)
Present Address:	House No-11, Road No-36, Block-TA, Mirpur-12, Dhaka-1216
DoB:	22th July, 1995
Height:	5'10''
Marital Status:	Unmarried

REFERENCE

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Mohsina Yasmin
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