

MD. MEHEDI HASSAN

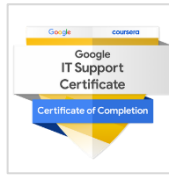
Assistant Manager, IT

Mirpur 11, Dhaka

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PROFESSIONAL SUMMARY

More than five years experienced IT professional with a proven track record in managing and implementing operational strategies, troubleshooting complex technical issues, and leading creative projects. Seeking to leverage my expertise in operational strategies, creative problem-solving, and IT policy implementation to contribute to a dynamic organization's success. Recognized as "Employee of the Year 2024" for exceptional performance.

PROFESSIONAL EXPERIENCES

01. Datascape IT Limited, Dhaka, Bangladesh (www.datascapeit.com)

Assistant Manager, IT

March 2023 – Till Date

Awarded as "Employee of the Year 2024"

Key Responsibilities:

- Collaborate with IT Team to develop and implement operational strategies aligned with business objectives. Oversee day-to-day operations, ensuring high availability, performance, and security of systems.
- Lead and manage creative team projects from conception to completion, including resource allocation, timeline management, and stakeholder communication. Troubleshoot complex technical problems, employing creative solutions to overcome challenges and minimize downtime.
- Mentor and coach team members, fostering their professional growth and development. Specially in creative solutions.
- Implement IT policies and procedures, ensuring data security, system stability, and compliance with industry standards.

02. Samaj Unnayan Kendra (SUK), Dhaka, Bangladesh

Executive, IT Support

November 2021 – December 2022

NGO - under the Department of Social Services (DSS), Government of the People's Republic of Bangladesh

Key Responsibilities:

- Assigned as "Administrative & IT Support" for the government project "Sustainable training in improving the living standards of the poor widows unemployed disable marginalized and disadvantaged people 2021-2022".
- Design, install, and maintain a company's computer systems. Responsible for testing, configuring, and troubleshooting hardware, software, and networking system. Reproduce, diagnose and resolve technical problems encountered by users.
- Supervise other technical support workers in this group. Special support to trainer & trainees' computers, troubleshooting at server to client end.

03. BDCOM Online Limited, Dhaka, Bangladesh (www.bdc.com)

Network Support Engineer, Service

November 2020 – October 2021

Key Responsibilities:

- AVLS (Automatic Vehicle Location Systems) – Administrative work on server to client end.
- Monitoring, tracking reports of vehicle location as per client requirements.
- Provide 24/7 network health investigation and signal to report by using web-based network monitoring tools Nagios, Orion, Solar Winds, Cacti, etc.
- Provide technical support to Corporate & SOHO clients. Troubleshoot at the client end and solve network problems.
- Provide top-class remote service and on-site support to customers as per the Service Level Agreement (SLA).

VENDOR CERTIFICATION

Microsoft® Certified Solutions Associate: Windows Server 2016

October 2020

<https://learn.microsoft.com/en-us/users/39513134/transcript/dgw1ei51l1opr1>

LANGUAGE PROFICIENCY

Bengali Native
English Fluent – IELTS Score (General Training): 5.5

TRAINING SUMMARY

Concentration & Minors	Specialization	Duration	Year
Certified Ethical Hacking (CEH) NTP Academia Dhaka, Bangladesh	Vulnerability analysis Firewalls and Honeypots Cloud computing Enumeration Malware threats SQL Injection Footprinting and reconnaissance	120 Hours	2024
Post Graduate Diploma in ICT Bangladesh Computer Council (BCC) Dhaka, Bangladesh	Database Management Systems Web Site Design Advanced Web Technology with Programming in C System Analysis & Design	600 Hours	2021
Diploma in Networking Technologies IsDB-BISEW, Dhaka, Bangladesh	Windows Server 2016 RedHat Linux Server Network+ CompTIA A+ Windows 10 MikroTik Hardware & System Maintenance Troubleshooting	896 Hours	2020
Microsoft Office Professional IsDB-BISEW (IT Scholarship Project) Dhaka, Bangladesh	Microsoft Office Word Excel Power-Point Access Outlook (Familiar with any version)	120 Hours	2019
Professional Video Editing & Graphics Design Creative IT Institute (CITI) Dhaka, Bangladesh	Adobe Premier Pro Adobe After Effects Adobe Illustrator Adobe Photoshop Filmora	5 Months	2017

ONLINE TRAINING SUMMARY

Training Title	Certificate Link
Google IT Support Certificate Google, Issued by Coursera	https://coursera.org/share/73cd8e812eb593e727a134f749832264
Programming for Everybody (Started with Python) University of Michigan Issued by Coursera	https://coursera.org/share/5c71d61a2517c7eb3444191e87df483b

EDUCATIONAL QUALIFICATIONS

Exam Title	Concentration & Minors	Institute	Result	Year
Master of Business Administration (M.B.A)	Tourism & Hospitality Management	Tejgaon College, Dhaka	3.67 / 4	2022
Bachelor of Arts (B.A)	Bangladesh Tourism & Hotel Management (BTHM)	IBAIS University, Dhaka	3.17 / 4	2018
Higher Secondary Certificate (H.S.C)	Business Studies	Gaibandha Government College, Gaibandha	3.90 / 5	2013
Secondary School Certificate (S.S.C)	Science	Gaibandha Government Boys' High School, Gaibandha	4.56 / 5	2011

PERSONAL PROFILE

Father's Name	: Md. Afzal Hossain	Blood Group	: O+ (Positive)
Mother's Name	: Maksuda Begum	Permanent Address	: House #147, Road #22/3, Purba College Hostel Road, Thanapara, Gaibandha – 5700
Date of Birth	: 17 November, 1995	Present Address	: H #11, R #10, B #D, Mirpur 11, Dhaka – 1216
Nationality	: Bangladeshi	National ID No	: 3263757704
Marital Status	: Single	Passport No	: A04849822
Religion	: Islam		

REFERENCES

Abdullah Abu Sayeed

Advocate

Supreme Courte of Bangladesh

Cell: +880 1979 800008

Email: advocate.sayeed@yahoo.com

Relation: Brother-in-Law

Md. Golam Azam

Additional Director (AD)

Department of Social Services (DSS)

Cell: +880 1712 089813

Email: gazam123@gmali.com

Relation: Professional

I, the undersigned, certify that the information I have given in this curriculum vitae is truthful, complete and correct.



Md. Mehedi Hassan