



SHAFIUL AZAM

IT Specialist

Tania Nibash
202, B/6, 3rd Colony
Lalkuthi, Mirpur-1, Dhaka-1216

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Career Objective:

Technology-driven IT Support Specialist who integrates technical acumen with problem-solving expertise to expand IT operations. Solid knowledge in information system and communication network maintenance, installation, troubleshooting, administrative support, and user management. Highly effective team player, with proven success in quality control, customer service, technical support, and operations analysis.

Skills & Competencies:

Language Skills : Basic Japanese, English and Bengali.
Computer Literacy : MS Office Suite, Computer Hardware, Graphics design at Adobe Photoshop & illustrator.

Professional Experiences:

IT Specialist

Period: Jan 2019 - Present

Green Mark Services's Limited (IT-Division)

Configuration and monitor network equipment to achieve maximum performance. Worked with users to determine areas of technology in need of improved usability. Supported day-to-day operations, monitoring and resolving client/server and storage issues.

Provided network support services for devices such as hubs, bridges, routers, and other hardware. Integrated data, voice, and video networks for use in multiple sites.

Monitored network capacity and performance to diagnose and resolve complex network problems.

IT Technician

Period: Jan 2014 to Dec 2018

Interland Logistics (IT-Division)

Identifying hardware and software solutions.

Troubleshooting technical issues.

Diagnosing and repairing faults.

Resolving network issues.

Installing and configuring hardware and software.

Replacing or repairing the necessary parts.

Academic Background:

Certification	College/University	Major	Grade	CGPA	Year
Diploma in Computer Science & ICT	Institute of ICT	Computer Science & ICT	A		2012
B.B.A	Atish Dipankar University of Science & Technology	HRM (Major)	A	3.69 / 4.0	2013
H.S.C	Dhaka Commerce College	Commerce	A	4.20	2007
Dakhil	Hazrat Shah Ali(r) Madrasha	Science	A	4.00	2005

Training Courses:

A+ Certification Course on Computer Hardware from **New Horizons Computer Learning Center**.

Organization Training

1. Monitoring, Evaluation and Report writing (FNB).
2. Office and Account Management (FNB).
3. Organization Development and Management (FNB).

Extra-Curriculum Activities:

- Former member of debut club, Dhaka Commerce College.
- Member of working committee, Nagorik Shomaj, Dhaka mohanagar.

Personal Profile:

Name : Shafiul Azam
Father's Name : Amir Hossen (L.L.B)
Mother's Name : Nasrin Akhtar
Date of Birth : 15th January 1991
Nationality : Bangladeshi (By Birth)
Marital Status : Married
Blood Group : O+