

## Aninda Mazumder

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## Career Objective

As a student of Computer Science and Engineering (CSE) with practical experience in the IT sector, my objective is to serve and assist the organization in achieving its goals by dedicating my energy, skills, and potential in a responsible and ethical manner. I aim to contribute effectively to technical support and infrastructure development while continuously enhancing my knowledge in emerging technologies.

## Job Experience

Executive, Tech Support at BOL | BEXIMCO IT DIVISION (2<sup>nd</sup>  
June 2024 to Present)



### Job Responsibilities:

- Attending complaints and queries made by clients through phone calls, emails
- Diagnosed and resolved LAN/WAN network problems including switch/router faults, routing conflicts, DHCP/IP assignment, and performance bottlenecks
- Provided remote and onsite support using Ultra Viewer, TeamViewer and AnyDesk to troubleshoot end-user issues, server access, and software errors
- Installed, configured, and managed SOHO, MikroTik and Cisco, routers, managed switches, access points (Cambium CnPilot E410, Unifi) in both corporate and client networks
- Configured and maintained enterprise email solutions (Zimbra, Carbonio, Microsoft 365, Outlook) resolving issues related to mail routing, POP3/IMAP, SMTP, DNS/MX records.
- Assisted in network expansion projects including structured cabling (Cat6/Fiber), rack setup, and PoE switch installations
- Installed and maintained CCTV, IP surveillance, access control, and biometric attendance systems across corporate offices and client sites
- Provided support for network peripherals like printers, scanners, thin clients, and biometric devices in multi-department setups
- Monitored bandwidth, link stability, and latency using NMS tools
- Coordinated with upstream ISPs to escalate and resolve downtime, packet loss, and routing anomalies across the nationwide network
- Updating the client's complaints, follow-up, system faults and other incidents in the trouble ticketing system

## Professional Work

Internship, Tech Support at TECHNOMEDIA Ltd (8<sup>th</sup> August 2023 to 8<sup>th</sup> May 2024)



### Core Responsibilities:

- End user configuration and support (over through the phone of physical support)
- Configure network at CRM, ATM Machines.
- Software related troubleshooting.
- Monitoring Networking System and different device in different POP Monitoring Uplink, Data Connectivity

## Project Experiences:

### Web Development: Lift

- An e-commerce website developed with Php, Bootstrap CSS and MySql.
- GitHub: <https://github.com/Aninda-1281/Web-Development-Project-Lift->

### DBMS Project: Accident Reports

- A desktop software to report accidents. Developed in Java using
- GitHub: <https://github.com/Aninda-1281/DBMS-Project>

## Training & Certifications

- Linux Certified Certified System Administrator (RHCSA – EX200) by Udemy
- Acronis Cloud Tech Professional Microsoft 365
- Acronis Cloud Tech Fundamentals
- ESG01 - Barracuda Email Security Gateway

## Educational Qualification

Exam Title	Department	Institution	Year	Results
B.Sc. Engineering	CSE	Ahsanullah University of Science and Technology	2024	CGPA: 2.78 out of 4
HSC	Science	B.A.F. Shaheen College, Dhaka	2019	CGPA: 5.00 out of 5.00
SSC	Science	Monipur High School and College	2017	CGPA: 5.00 out of 5.00

## Area of Strength

- Self-motivated & willing to take initiative
- Leadership and Organizing ability
- Proactive, strong interpersonal strength and ability to work under pressure
- Capable of learning new tools and technology very quickly
- Able to adapt and work in a team in order to complete team objective

## Personal Information

Father's Name : Debendranath Maazumder

Mother's Name : Archana Rani Magumder

Nationality : Bangladeshi

Blood Group : O (+ve)

Religion : Hinduism

Marital Status : Married

NID Number : 2415311477

*Aninda Mazumder*

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Signature