Md. Junaead
Assistant Manager - IT

Phone: +8801623013748
Email: contact.junaead@gmail.com
https://www.linkedin.com/in/mdjunaead/

Professional Summary: Results-driven IT professional with over 2+ years of experience in IT management and support roles. Proven ability to manage IT infrastructure, ERP systems, and network operations across multiple branches. Adept at troubleshooting technical issues, ensuring smooth operation of systems, and supporting non-technical staff with training and assistance. Strong problem-solving skills, exceptional communication, and a customer-service mindset.

Core Competencies:

➢ IT Strategy Development & Execution
➢ ERP System Management
➢ Network Infrastructure Maintenance
➢ IT Security & Data Protection
➢ Technical Support & Troubleshooting
➢ Vendor Coordination & Hardware/Software Integration
➢ Project Management & Coordination
➢ Staff Training & Development
➢ IT System Compliance & Documentation

Professional Experience:

IT Executive
Bangladesh University | Dhaka, Bangladesh
16 November, 2023 – 31 October, 2024

Duties/Responsibilities:

BU Student Management System: Administer the BU Portal (student management system), managing user accounts, system configurations, and data integrity, supporting the institution's academic and administrative functions.

Technical Support: Provided technical support to students, faculty, and administrative staff, addressing hardware, software, and network issues, ensuring quick resolutions.

Network Infrastructure: Managed network infrastructure, maintaining connectivity across all branches and resolving any network-related issues promptly.

Security Protocols: Enforced IT security protocols, safeguarding institutional data, managing system backups, and ensuring data integrity.

Training & Support: Conducted training sessions for staff on new IT systems and ensured smooth transitions to the latest technologies.

Website Maintenance: Responsible for ongoing maintenance and management of the BU website, ensuring functionality, security, and performance are optimized.

WordPress Website Developer
Freelancing | Fiverr | Upwork
03 October, 2020 – Continuing

Technical Skills:

➢ ERP Systems: ERP, Student Management System
➢ Programming Languages: Dart (Flutter), Kotlin
➢ Web Development: WordPress, HTML, CSS
➢ Mobile Development: Flutter, Android SDK
➢ Database Management: MySQL
➢ Version Control: Git, GitHub
➢ Operating Systems: Windows, Linux

Education:

Bachelor of Science in Computer Science & Engineering (CSE)
Presidency University, Dhaka, Bangladesh
CGPA: 3.02/4.00 | 2023

Projects:

BU Student Management System

- Spearheaded the administration and maintenance of the student management system, improving user experience for over 5,000 students and staff.
- Assisted in the integration of ERP systems, optimizing cross-departmental data flow and improving business processes.

Professional Development:

- Participated in various IT workshops focused on IT infrastructure, ERP systems, and cybersecurity to stay current with industry trends.

Extracurricular Activities:

- Active volunteer at university functions, providing IT support and technical assistance.
- Regular blood donor, committed to community service and giving back.