

MD. MOMTAZUR RASHID

IT Support Specialist | Desktop Support Engineer | Technical Support Engineer | Field Service Engineer

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PROFESSIONAL SUMMARY

IT Support and Technical Operations professional with 15+ years of experience delivering desktop support, Windows administration, networking, hardware troubleshooting, VoIP solutions, and field service support across manufacturing, telecommunications, education, and multi-business environments. Skilled in deploying and supporting Windows environments, LAN/WAN networks, routers, switches, file and print services, and CCTV systems.

Proven ability to troubleshoot complex technical issues, manage IT operations, support end users, and implement practical solutions that improve system reliability and operational efficiency. Recognized for hands-on problem-solving, cross-functional collaboration, customer-focused support, and adaptability in fast-paced environments.

Seeking international opportunities as an IT Support Engineer, Desktop Support Engineer, Technical Support Engineer, or Field Service Engineer, with full flexibility to relocate and contribute to high-performing global teams.

SKILLS

Core Technical Skills: • Desktop Support • IT Support • Technical Support • IT Operations • End-User Support • Incident Resolution

Windows & Endpoint Support: • Windows 10/11 • OS Deployment • Software Installation • Hardware Troubleshooting • Printer & Peripheral Support

Networking: • LAN/WAN • TCP/IP • Router & Switch Configuration • Structured Cabling • DHCP • Network Troubleshooting • OpenVPN

Windows Administration: • Windows File & Print Services • Shared Folder & Permission Management • Network Drive Mapping • Network Printer Configuration

Linux & Server: • CentOS Linux • VPS • Dedicated Servers • Server Administration • SSH • FTP • Server Monitoring • Server Backup

VoIP: • Asterisk • FreePBX • AsteriskNOW • VOS3000 • ASTPP • SIP • IAX

Field Service: • Equipment Installation • Preventive Maintenance • Field Technical Support • Technical Documentation

Electrical: • Electrical Installation • Panel Board Installation • Cable Tray Installation • Lighting System Maintenance

Business & Operations: • Vendor Management • Procurement • Inventory Management • Service Delivery • Business Development • Customer Relationship Management • Team Leadership

Languages Bengali (Fluent) • English (Intermediate) • Hindi (Beginner)

KEY CAREER ACHIEVEMENTS

- Successfully led the end-to-end technical setup of **four new business divisions** for TMT Group BD, delivering enterprise IT infrastructure, LAN/WAN networking, CCTV, electrical systems, and specialized technical laboratories.
- Directed manufacturing operations for a workforce of **180+ employees** and supervised the installation and commissioning of a **650 kVA substation**, HV electrical systems, PFI systems, and industrial electrical infrastructure.
- Built and operated a successful **telecommunications and IT services company**, delivering VoIP, Linux server administration, networking, and technical support solutions to **50+ business clients** across the Middle East and South Asia.
- Designed, deployed, and managed VoIP infrastructure supporting **400,000+ voice minutes per day**, while administering **20+ VPS** and **30+ dedicated Linux servers** with high service availability.
- **Managed regional sales and distribution operations across all 16 districts of Rajshahi Division**, leading 16 distributors and 32 Sales Representatives for Warid Telecom (later Airtel Bangladesh).
- Led the **Bogura District** sales team to achieve the **#1 nationwide ranking for sales target achievement** among Banglalink distributors.

WORK EXPERIENCE

Technical Operations & Business Development Manager

TMT Group BD

2023 — 2026

Bogura, Bangladesh

Diversified business group operating across manufacturing, vocational education, retail, agriculture, and technical training.

- Led the end-to-end technical setup of **four new business divisions** by planning and deploying **enterprise IT infrastructure**, networking, CCTV surveillance, electrical systems, and specialized technical laboratories, supporting the **successful launch of new business operations**.

- **Planned, installed, and maintained enterprise IT infrastructure**, including Windows-based desktops, laptops, printers, scanners, multimedia equipment, and end-user devices to ensure reliable daily business operations.
- **Administered Windows workgroup-based LAN environments** by configuring **shared folders**, **network printers**, **network drive mapping**, **user access permissions**, and **file & print services** for multiple business users.
- **Designed, deployed, and supported LAN/WAN networks** through structured network cabling, router and switch configuration, wireless connectivity, and internet infrastructure, improving network reliability across multiple business locations.
- **Delivered on-site IT support and field service** by diagnosing hardware and software issues, performing break/fix repairs, preventive maintenance, equipment upgrades, and system optimization to minimize operational downtime.
- **Installed and maintained CCTV systems and electrical infrastructure**, including wiring, SDB panels, lighting systems, and laboratory equipment, ensuring safe and reliable facility operations.
- **Established and commissioned specialized technical laboratories** for TMT Multi Skill Technical Institute (TMSTI), supporting Computer, Electrical, Welding, and Caregiver training through the integration of IT equipment, networking infrastructure, and electrical systems.
- **Coordinated procurement activities, vendor management, inventory planning, and technical resource allocation**, ensuring timely project implementation and efficient operational support.
- **Collaborated with management and cross-functional teams** to identify technical requirements, support infrastructure expansion, improve operational processes, and contribute to business development initiatives.

Chairman (Board of Directors) & Operations Partner

2021 — 2022

Fahad Plastic Industries Ltd

Narayanganj, Bangladesh

Provided executive leadership and operational oversight for a **manufacturing company** specializing in disposable paper and plastic packaging solutions. Partnered with senior management to optimize factory operations, production, procurement, business development, and continuous operational improvement.

- Contributed to **board-level strategic planning** and **operational decision-making** to support business expansion, production efficiency, and long-term organizational objectives.
- Directed day-to-day manufacturing operations for a workforce of **180+ employees**, coordinating production schedules, manpower allocation, and factory activities to ensure consistent product quality and timely order fulfillment.
- Managed the operations and preventive maintenance of 22 industrial production machines while supervising the installation and commissioning of a **650 kVA substation**, High Voltage (HV) electrical systems, Load Break Switch (LBS), Power Factor Improvement (PFI) systems, control panels, cable tray installations, and industrial machine electrical connections, maximizing equipment reliability and minimizing unplanned downtime.
- Supported high-volume manufacturing operations with production capacities of approximately **4 tons/hour for plastic products** and **240 paper cups per minute**, ensuring efficient production workflows and operational continuity.
- **Oversaw the manufacturing of paper cups, plastic cups, food packaging, and other commercial packaging products**, ensuring compliance with quality standards and customer requirements.
- **Led procurement planning, supplier coordination, inventory control, and warehouse operations**, ensuring uninterrupted material availability while improving operational efficiency and resource utilization.
- **Prepared operational, financial, and management reports** to support executive decision-making, production monitoring, cost control initiatives, and continuous business improvement.
- **Supported factory IT operations by maintaining Windows-based file and print services**, configuring shared folders, network printers, network drive mapping, and user access permissions to ensure uninterrupted business operations.
- **Collaborated with production, engineering, procurement, and sales teams** to streamline manufacturing processes, strengthen cross-functional communication, and support business development initiatives.

Founder/Managing Director

2009 — 2021

Manhanetworks

Bogra, Bangladesh

Founded and managed a telecommunications and IT services company specializing in VoIP solutions, Linux server administration, network infrastructure, and enterprise technical support for international business clients across the Middle East and South Asia. Directed technical operations, infrastructure management, and business growth while delivering high-availability communication services.

- Delivered VoIP, Linux server administration, network infrastructure, and enterprise technical support solutions to more than **50 business clients**, establishing Manhanetworks as a trusted telecommunications and IT services provider.
- Designed, deployed, and administered enterprise VoIP infrastructure using Asterisk, FreePBX, VOS3000, ASTPP, A2Billing, and carrier-grade softswitch platforms, ensuring high-availability communication services.
- Administered more than **20 VPS instances** and **30+ dedicated Linux servers**, ensuring secure configuration, proactive monitoring, backup management, troubleshooting, and performance optimization to maintain high service availability.

- Delivered international VoIP services for business clients across Saudi Arabia, the United Arab Emirates, Oman, Kuwait, Libya, and India, supporting voice traffic averaging **400,000+ minutes per day** through proactive monitoring, troubleshooting, and high-availability infrastructure management.
- Designed and implemented LAN/WAN infrastructure, including structured network cabling, router and switch deployment, OpenVPN connectivity, SIP/IAX configuration, and VoIP communication infrastructure for business environments.
- Delivered advanced desktop, server, network, and VoIP technical support through remote and on-site troubleshooting, resolving technical issues and ensuring high service availability.
- Led a multidisciplinary team of **five professionals**, overseeing daily technical operations, service implementation, vendor coordination, technical consultation, and service delivery to support business growth and operational excellence.

PCO Executive

Telewiz International Ltd

2007 — 2009

Bogura, Bangladesh

Managed regional distribution operations for Warid Telecom (now Airtel Bangladesh) Public Call Office (PCO) services across the 16 districts of Rajshahi Division.

- **Directed a regional network of 16 authorized distributors and 32 Sales Representatives**, driving sales performance, territory expansion, and operational excellence.
- **Managed inventory planning, logistics coordination, banking reconciliation, and distributor support** to ensure uninterrupted product availability and operational compliance.
- **Monitored regional sales performance, KPIs, and field operations** while delivering actionable reports that supported strategic management decisions.
- **Coordinated promotional campaigns, distributor engagement**, and operational issue resolution, strengthening channel relationships and enhancing regional service delivery.

Transaction Manager

Hamid Tellular

2006 — 2007

Bogura, Bangladesh

Managed sales, distribution, and transaction operations for Hamid Tellular, an authorized Banglalink distributor serving Bogura District.

- **Led and supervised a district sales team of 22 Sales Representatives** across all 12 upazilas, driving sales performance, operational efficiency, and territory growth.
- **Managed inventory, distribution, cash reconciliation, and payment verification**, ensuring accurate stock control, financial accountability, and uninterrupted product availability.
- **Planned sales targets, monitored field activities and KPIs, and prepared operational reports** that supported management decision-making and business performance.
- **Coordinated promotional campaigns, inventory replenishment, logistics, and distributor support** while delivering product training and operational guidance to strengthen sales execution.
- Led the Bogura District sales team to achieve the **#1 nationwide ranking** in sales target achievement among Banglalink distributors, demonstrating exceptional leadership, operational excellence, and sustained sales performance.

EDUCATION

Diploma in Computer Engineering, Dhaka Polytechnic Institute (Bangladesh Technical Education Board) 2005
Dhaka, Bangladesh

Bachelor of Arts (B.A.), Government Shah Sultan College (National University, Bangladesh) 2007
Bogura, Bangladesh

Secondary School Certificate (Science), Khansama Pilot Model High School, Rajshahi Education Board 2001
Dinajpur, Bangladesh

PROFESSIONAL CERTIFICATIONS

National Skills Certificate – Electrical Installation and Maintenance for Construction (Level 2), National Skills Development Authority (NSDA), Bangladesh 2025

National Skills Certificate – Driving (Level 3), National Skills Development Authority (NSDA), Bangladesh 2026

National Skills Certificate – Mobile Phone Servicing (Level 1), National Skills Development Authority (NSDA), Bangladesh 2025

LICENSES

Valid Professional Driving License issued by the Bangladesh Road Transport Authority (BRTA), authorizing the operation of motor vehicles and supporting field service operations, on-site technical support, equipment installation, and customer site visits.