

RANA KAYSER BIBU

Flat No: 1000, Building: 112, Shopnanagar Residential Area
01, New Shagufta Road, Mirpur 21, Dhaka 1216.

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❖ **Career Objective:**

Seeking a dynamic role in a forward-thinking organization where I can leverage my IT infrastructure and support expertise to drive operational excellence, enhance system security, and contribute to long-term organizational growth.

❖ **Special Qualification:**

I am a dedicated and results-driven IT professional, recognized for operating efficiently under pressure and consistently meeting critical deadlines. Committed to delivering high-quality outcomes, I actively support colleagues, supervisors, and clients with professionalism and integrity. My courteous and respectful approach fosters collaborative working environments, while my passion for technology motivates continuous learning and improvement.

❖ **Employment History:**

Total Year of Experience: 8.9 Year(s)

1. **Asst. Manager - IT (August 01, 2025 - Continuing)**

SHASHA DENIMS PLC

Location: House 08 (Level 2,5 & 6), Road 04, Banani DOHS, Dhaka-1213.

Duties/Responsibilities:

- Planning, coordinating, and implementing new ERP projects to meet factory departmental needs
- Coordinating with vendors to ensure that services meets company needs
- Monitor the company website to make sure it works properly and stays up to date.
- Rack mount Network Equipment Installation, configuration & Monitoring i.e., Switch, Access Point and WIFI Router etc.
- Resolve IT support issue and maintain optimum service level.

2. **Sr. Executive - IT (July 01, 2021 – July 30, 2025)**

Fly Dhaka Airlines Limited (Concern of SHASHA DENIMS)

Location: House 01 (Level 5) , Road 04, Banani DOHS, Dhaka-1213.

Duties/Responsibilities:

- Setup and Manage IT Infrastructure as per Airlines Regulatory body (CAAB) policy.
- Setup IPPABX server for telecommunication support between branches.
- Coordinating with vendors to ensure that technology equipment meets company needs
- Ensuring that all IT systems are secure by monitoring access privileges as necessary
- Cloud file Server (Next cloud) Setup & Manage.

- Deployed and maintained domain hosting services to ensure consistent performance and accessibility of the company website.
- File Server (FreeNAS) Setup, Configuration & Troubleshoot.
- Creating and managing an inventory related to IT purchase for audit support.
- Resolve support issue.
- Cloud Email Service maintenance

3. Senior Executive - IT (August 20, 2019 - June 30, 2021)

Regent Airways (Concern of Habib Group)

Location: Level-6, Siaam Tower Plot # Mymensingh Road, # Uttara Model Town, 15 Road-2, Dhaka 1230

Department: Information Technology.

Duties/Responsibilities:

- Report overall update to managements.
- Print server (RICOH) setup and Maintenance.
- Active Directory User & Group Policy Management.
- Cloud file Server (Own cloud) Setup & Manage.
- File Server (TrueNAS) Setup, Configuration & Troubleshoot.
- Assist Technician for Network cabling & diagram.
- Provide On-site technical support to the user.
- PFSENCE Firewall Configure Manage & Monitoring.
- Air Ticketing Software VRS Setup & Configuration in International and Domestic Check-In Counters.
- Thermal Printer (Zebra) & Passport Reader Setup and Troubleshoot.
- CCTV System DVR & NVR (IP Camera), Attendance machine Setup Configure & Maintenance.
- Company user's mail configure in iOS, Android and Microsoft outlook.
- Manage all IT documentation related to purchase and subscriptions.

4. Executive - IT (July 10, 2018 - August 18, 2019)

BRACNet Limited

Company Location: Navana Yusuf Infinity (Level-7), 16 Mohakhali, Dhaka-1212.

Duties/Responsibilities:

- Provide IT supports for desktop, laptop & also require troubleshoot all IT Equipment & Solving Problems (Printer, Switch, Router, Desktop PC, Laptop & system in used).
- Inter-networking concepts and able to manage a sister concern office network.
- Manage user accounts, including set up, removal, and resetting passwords in order to ensure confidentiality and proper use.
- Modify workstations, Active Directory including set up of cables, desktop computers, laptops, docking stations, and printers.
- Perform other reasonable job duties as requested by supervisors.
- Mikrotik Configuration (Load Balance, Fail over)
- Grand stream Network Access point configuration
- Network cabling & diagram.
- Provide Remote support to non-technical user.
- Access machine setup and control. etc.
- Provide support in client area & visit Sub-Office for maintenance

5. Senior Executive - IT (January 5, 2017 - July 9, 2018)

INDEX Development Ltd

Company Location: 1st floor, House No: 77, Road No: 04, Block: C, Banani, Dhaka-1213.

Duties/Responsibilities:

- Linux Web Server WHM panel Management.
- Website bug analysis and optimize solution.
- News portal data Modification
- Improve news portal feature
- Internet Route Optimization & Intranet Maintenance
- Google Analytics
- Advertisement & promotion campaign monitoring
- Cloud and email Server maintenance
- Install latest framework on web system
- DVR configure and Monitoring Support.
- PBX Maintenance.
- Day to day administration and monitoring of network use
- Update data in ERP System

❖ Academic Qualification:

Exam Title	Concentration / Major	Institute	Pass. Year
Bachelor of Science (BSc)	Computer Science	BRAC UNIVERSITY	2017
HSC	Science	SOS HERMANN GMEINER COLLEGE	2011
SSC	Science	SOS HERMANN GMEINER COLLEGE	2008

❖ Specialization:

- Photoshop and Illustrator
- IT Support Service
- WORDPRESS
- GOOGLE MAP
- Web Development.
- JOOMLA
- GOOGLE AdSense & Analytics & G-suite

❖ Personal Details:

Father's Name : Sample Dad
Mother's Name : Sample Mom
Date of Birth : 23rd March 1971
Gender : Male.
Marital Status : Unmarried.
Religion : Islam.
Permanent Address : Chowdhury House, Dhaka.
Current Location : Dhaka, Mirpur