

Md.Momtazur Rashid

IT Support Specialist

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[LinkedIn](#)

PROFESSIONAL SUMMARIES

IT Support Specialist with 15+ years of hands-on experience delivering IT Support, Desktop Support, Technical Support, Field Service, Network Infrastructure, and Technical Operations across telecommunications, enterprise, manufacturing, and training environments. Skilled in installing, configuring, maintaining, and troubleshooting Windows desktops, laptops, printers, network devices, CCTV systems, and IT infrastructure while providing exceptional onsite and remote technical support. Experienced in LAN/WAN networking, router and switch configuration, structured cabling, hardware diagnostics, preventive maintenance, break/fix repair, Windows installation, internet connectivity troubleshooting, and end-user support. Strong background in Linux server administration, VoIP technologies, SIP, Softswitch platforms, and enterprise IT infrastructure gained through successfully operating an international telecommunications business serving clients across the Middle East. Recognized for quickly diagnosing technical issues, minimizing downtime, improving operational efficiency, and delivering reliable customer-focused solutions. A certified professional in Computer Engineering, Electrical Installation & Maintenance, Mobile Phone Servicing, and Professional Driving with excellent communication, teamwork, and problem-solving skills. Open to relocation and visa sponsorship opportunities worldwide.

WORK EXPERIENCE

Technical Operations & Business Development Manager

Nov '23 — Apr '26

TMT Group BD

Bogura, Bangladesh

Managed technical operations, enterprise IT infrastructure, field service, and business development across multiple business units. Led IT deployment, network infrastructure, electrical systems, laboratory setup, equipment maintenance, technical support, and operational improvement initiatives while ensuring high system availability and business continuity.

- Spearheaded the technical launch of four new business divisions by designing and deploying complete IT, networking, CCTV, electrical, and laboratory infrastructure.
- Installed, configured, and maintained Windows desktops, laptops, servers, printers, scanners, multimedia equipment, and end-user devices.
- Designed, deployed, and supported LAN/WAN networks, structured cabling, routers, switches, wireless connectivity, and internet infrastructure.
- Performed hardware diagnostics, break/fix repairs, preventive maintenance, component replacement, and system upgrades.
- Delivered onsite technical support, desktop support, field service, equipment installation, and troubleshooting across multiple business locations.
- Installed, configured, and maintained CCTV systems, electrical wiring, SDB panels, and industrial equipment.
- Coordinated procurement, inventory management, vendor support, and infrastructure planning.
- Established and maintained Computer, Electrical, Welding, and Caregiver laboratories for technical training programs.
- Successfully established complete IT and technical infrastructure for four new business divisions.
- Reduced equipment downtime through proactive maintenance, fault isolation, and rapid technical troubleshooting.

Board of Directors & Operations Partner

Jan '21 — Oct '22

Fahad Plastic Industries Ltd

Narayanganj, Bangladesh

Supported executive leadership by overseeing manufacturing operations, industrial equipment, production planning, technical infrastructure, procurement, inventory management, and operational improvement initiatives.

- Managed daily factory operations, production planning, and manufacturing activities.
- Supervised installation, maintenance, and troubleshooting of industrial electrical systems and machinery.
- Coordinated procurement, supplier management, inventory control, and warehouse operations.
- Improved operational efficiency through production planning and workflow optimization.
- Managed preventive maintenance activities to maximize equipment availability.
- Supported customer relationship management and business development initiatives.
- Prepared operational, production, and management reports for executive decision-making.
- Collaborated with senior leadership on strategic operational planning.
- Improved equipment reliability through preventive maintenance practices.
- Enhanced inventory and procurement efficiency by streamlining operational processes.

Founder/Managing Director

Jan '09 — Mar '21

Manhanetworks

Bogra, Bangladesh

Founded and managed an international telecommunications and IT services company delivering VoIP, Linux server administration, desktop support, network infrastructure, hosted PBX, technical consulting, and customer support services for enterprise clients across the Middle East.

- Founded and managed a successful international VoIP and IT services company serving enterprise customers.
- Designed, deployed, and administered VoIP infrastructure using Asterisk, FreePBX, and AsteriskNOW.
- Installed and maintained Softswitch platforms including VOSS3000, VSR, SBO, and Mira.
- Administered Linux production servers using CentOS and Puppy Linux.
- Configured SIP trunks, IAX trunks, carrier routing, dial plans, VPN connectivity, and network security.
- Managed VoIP billing platforms including A2Billing, ASTPP, VOSS3000 CDR, and SBO CDR.
- Monitored server uptime, ASR, ACD, call quality, and network performance.
- Delivered remote desktop support, technical troubleshooting, and customer support for international clients.
- Successfully maintained reliable production VoIP services across multiple Middle East countries.
- Improved system stability through proactive monitoring, optimization, and preventive maintenance.

Regional PCO In-Charge

Jun '07 — Feb '09

Telewiz International Ltd

Bogura, Bangladesh

Managed regional operations, distribution, field teams, sales coordination, inventory management, customer service, and operational reporting across 16 districts while supporting business growth and service excellence.

- Managed regional distribution operations covering 16 districts.
- Supervised distributors, field representatives, and regional business partners.
- Coordinated inventory allocation, logistics, and stock management.
- Monitored regional KPIs, sales performance, and operational efficiency.
- Resolved operational issues and customer service escalations.
- Prepared daily, weekly, and monthly operational and performance reports.
- Coordinated communication between regional operations and head office.
- Supported continuous business growth through effective field operations.
- Successfully managed one of the company's largest regional distribution territories.
- Improved reporting accuracy and operational visibility for management.

Transaction Manager

Mar '06 — May '07

Hamid Tellular

Bogura, Bangladesh

Managed field sales operations, inventory control, team leadership, customer support, distribution activities, and operational reporting while ensuring efficient sales execution and business performance.

- Led and supervised a team of 22 Sales Representatives across Bogura district.
- Assigned daily sales targets and monitored team productivity.
- Managed inventory of SIM cards, recharge products, and distribution stock.
- Coordinated field sales campaigns and promotional activities.
- Collected sales reports, reconciled cash collections, and maintained reporting accuracy.
- Prepared daily, weekly, and monthly operational reports.
- Coordinated with regional management for stock replenishment and operational support.
- Delivered product training and performance coaching to field sales teams.
- Led the team that achieved the #1 nationwide ranking among Banglalink distributors.
- Improved field coordination, operational control, and sales performance through effective team leadership.

EDUCATION

Bachelor of Arts (B.A.) in Arts (Bachelor of Arts (B.A.)), National University

Jan '05 — Jan '07

Bogra

- Completed a Bachelor of Arts program that strengthened communication, analytical thinking, problem-solving, and organizational skills. Developed the ability to work effectively in diverse environments while improving written communication, teamwork, and professional development.
- Developed strong communication and interpersonal skills.
- Strengthened analytical thinking and problem-solving abilities.
- Improved report writing, documentation, and presentation skills.
- Enhanced organizational and time management capabilities.
- Built teamwork and collaboration skills through academic activities.
- Developed professional communication and customer-focused interaction skills.

Diploma in Computer Engineering in Computer Systems, Networking & Telecommunications,

Jan '01 — Jan '05

Dhaka Polytechnic Institute

Dhaka

- Completed a four-year Diploma in Computer Engineering with a focus on computer systems, networking, telecommunications, hardware, software, and IT infrastructure. Developed practical skills in computer installation, network configuration, troubleshooting, system maintenance, and technical support through laboratory work and hands-on projects.
- Studied computer systems, networking, and telecommunications technologies.
- Gained hands-on experience in computer hardware installation, maintenance, and troubleshooting.

- Configured and supported Windows operating systems and computer networks.
- Learned LAN/WAN networking, TCP/IP, routing, switching, and network infrastructure fundamentals.
- Performed laboratory work involving hardware diagnostics, system assembly, and preventive maintenance.
- Developed practical knowledge of operating systems, database fundamentals, and computer programming.
- Completed technical projects focused on network implementation and computer system support.
- - Strengthened analytical, problem-solving, and technical troubleshooting skills through practical assignments.

SKILLS

Skills IT support, Desktop Support, Technical Support, End-User Support, Help Desk Support, Remote Support, Field Service, Computer hardware, IT Infrastructure Support, Hardware Installation, Hardware Troubleshooting, Network Troubleshooting, Break/Fix Repair, Preventive Maintenance, Printer (troubleshooting support), Software Installation, Router & Switch Configuration, Asset management, Network Support, Attention to detail, Industrial Electrical Systems, Basic Blueprint Reading, Operating Systems (Windows / Linux), VMware Server Support, Microsoft Excel, Mobile Phone Servicing, Telecommunication, Lighting systems installation, Teamwork, IP networking, Electrical troubleshooting, Structured network cabling, Desktop administration, Printer and copier repair, LAN/WAN Networking, Electrical Safety Procedures, Customer support, VoIP Support, Wiring systems installation & maintenance, Commercial Electrical Maintenance (Basic Knowledge), Data Center Operations, Windows Administration, Technical Diagram Interpretation, Desktop computer repair, IT Operations, Electrical installation and Maintenance, TCP/IP, User Account Management, Warehouse experience, Asterisk server, Computer operation, GPS Navigation, VPN, Password Reset, Computer networking, Remote Monitoring, Control systems basic understanding, Networking equipment (troubleshooting support), Laptop troubleshooting, Hardware configuration, Mechanical troubleshooting, ICT, Customer Service

Languages Hindi - Beginner, English - Intermediate, Bengali - Fluent

CERTIFICATIONS AND LICENSES

Driving License, Dhaka Metro-3, BRTA

Apr '01

PROJECTS

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|---|---------------------------|
| <p>Enterprise IT Infrastructure Deployment, TMT Group BD</p> <ul style="list-style-type: none"> • Designed and deployed enterprise IT infrastructure across multiple business units • Installed Windows desktops, laptops, printers, scanners, and multimedia equipment. • Configured LAN/WAN networks, routers, switches, and internet connectivity. • Implemented structured cabling and CCTV systems. • Delivered onsite technical support and preventive maintenance. | <p>Bogura, Bangladesh</p> |
| <p>Enterprise Network & CCTV Deployment, TMT Group BD</p> <ul style="list-style-type: none"> • Installed LAN/WAN infrastructure and structured cabling. • Configured routers, switches, and wireless networks. • Installed and maintained CCTV systems. • Improved network reliability and system performance. | <p>Bogura, Bangladesh</p> |
| <p>Technical Laboratory Setup & Commissioning, TMT Group BD</p> <ul style="list-style-type: none"> • Established Computer, Electrical, Welding, and Caregiver laboratories. • Installed networking and technical training equipment. • Configured electrical systems and IT infrastructure. • Performed equipment testing and commissioning. • Delivered ongoing maintenance and technical support. | <p>Bogura, Bangladesh</p> |
| <p>Preventive Maintenance & Equipment Support Program, TMT Group BD</p> <ul style="list-style-type: none"> • Performed preventive maintenance on IT and electrical equipment. • Diagnosed and repaired hardware faults. • Reduced equipment downtime through proactive support. • Improved operational reliability. | <p>Bogura, Bangladesh</p> |
| <p>International VoIP Infrastructure Deployment, Manhanetworks</p> <ul style="list-style-type: none"> • Designed and deployed VoIP infrastructure using Asterisk and FreePBX. • Administered Linux servers and Softswitch platforms. • Configured SIP routing and VoIP billing systems. • Supported international customers across the Middle East. • Optimized system uptime and network performance. | <p>Bogura, Bangladesh</p> |

KEY CAREER ACHIEVEMENTS

Enterprise IT Infrastructure Deployment
TMT Group BD

Designed, deployed, and maintained enterprise IT infrastructure for multiple business units, including Windows desktops, laptops, LAN/WAN networks, structured cabling, routers, switches, printers, CCTV systems, and end-user support while ensuring reliable business operations and minimal downtime.

Technical Laboratory Setup & Commissioning

TMT Group BD

Planned, installed, commissioned, and maintained Computer, Electrical, Welding, and Caregiver laboratories by deploying IT equipment, networking infrastructure, electrical systems, and technical training devices to support education and hands-on learning.

Enterprise Network & CCTV Infrastructure Implementation

TMT Group BD

Implemented LAN/WAN networks, structured cabling, routers, switches, internet connectivity, CCTV surveillance systems, and security infrastructure while improving network reliability, connectivity, and operational efficiency.

Preventive Maintenance & Technical Support Program

TMT Group BD

Delivered preventive maintenance, break/fix repairs, hardware diagnostics, equipment installation, and technical troubleshooting for IT systems, electrical equipment, and network infrastructure to maximize uptime and operational performance.

International VoIP & Linux Infrastructure Deployment

Manhanetworks

Designed, deployed, and managed enterprise VoIP infrastructure using Asterisk, FreePBX, Linux servers, SIP routing, Softswitch platforms, and VoIP billing systems while delivering reliable communication services to international clients across the Middle East.

ADDITIONAL INFORMATION

- Valid Driving License with practical driving experience since 2018.
- NSDA Certified in Driving Level-3 (2026).
- NSDA Certified in Electrical Installation & Maintenance Level-2 (2025).
- NSDA Certified in Mobile Phone Servicing Level-1 (2025).
- Available for relocation and international employment opportunities.
- Willing to travel and work in field service, technical support, and on-site IT support roles.
- Experienced in customer service, technical troubleshooting, hardware installation, and operational support.
- Open to visa-sponsored opportunities where available.