

MD SHOYIB RATUL

Technical Support Engineer

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Professional Summary

Motivated and detail-oriented **Technical Support Engineer** with hands-on experience in system setup, troubleshooting, and customer-facing technical assistance. Skilled in **Windows/Linux installation, hardware assembly, and software configuration**. Demonstrated ability to diagnose and resolve hardware, software, and network issues efficiently.

Technical Skills

Systems & Hardware:

- PC Assembly
 - Custom Desktop Builds
 - Windows & Linux Installation
 - System Troubleshooting
 - Server Setup
 - Networking Setup
 - CCTV and IP Camera Installation
 - NVR , DVR, XVR Setup
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Professional Experience

Foremost Technology — *Dhaka, Bangladesh*

Hardware Engineer | **January 2026 – Present**

- Assemble and configure custom PCs and full system setups for clients, ensuring stability and performance.
 - CCTV and IP Camera activation and installation and troubleshooting.
 - PC Troubleshooting, OS rescue , OS re-installation
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First Lead Limited — *Dhaka, Bangladesh*

Support Engineer | **June 2025 – November 2025**

- Assemble and configure custom PCs and full system setups for clients, ensuring stability and performance.
 - Troubleshoot desktops, laptops, and NVR/CCTV systems to minimize client downtime.
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Artificial Intelligence Technology — Cumilla, Bangladesh

Web Development Intern | June 2024 – December 2024

- Built responsive web pages and dashboards using **HTML, CSS, Bootstrap, Tailwind, Node.js, Express, MongoDB, and React**.
 - Assisted in testing and debugging web applications for usability and performance.
 - Gained experience using version control (GitHub) and working within agile development teams.
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Education

Diploma in Computer Engineering

CCN Polytechnic Institute, Kotbari, Cumilla, Bangladesh | 2020 – 2024

Certificates

- [Diploma in Computer Engineering — CCN Polytechnic Institute](#)
 - [Web Development Internship — Artificial Intelligence Technology](#)
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Languages

- **Bangla:** Native
- **English:** Fluent