Ref. : Symbol/23	Issue Date : August 30, 2024

To whom it may concern

It is hereby written to certify that, **Mr. Md. Aminul Islam** son of :Md. Jahangir Alam Address : 123, DIT Extension Road, Malibagh, Dhaka-1230, Bangladeshi Citizen, bearing National Identity Card Number : 345634634567, Religion : Islam has been working as **an IT Expert** from the appointed date January 1, 2019 to till August 30, 2024 at **Symbol Soft Limited.**

The said computer operator is well versed in handling various types of computers and the skill of using various applications is highly commendable. Good at coordinating and supervising junior staff at work and received excellent feedback from our valued clients.

His main job responsility was:

☑ Provides data by operating a computer. ☑ Determines sequence of operations by studying production schedule. ☑ Performs defined tasks per documented instructions/processes. ☑ Prepares equipment for operations by accessing software in computer. ☑ Makes appropriate changes to the documentation, as needed. ☑ Monitors and manipulates daily system jobs. ☑ Starts operations by entering commands. ☑ Maintains operations by monitoring error and stoppage messages, observing peripheral equipment, and making adjustments in the process. ☑ Generates reports from batch jobs and distributes to end-users. ☑ Maintains incident logs for all monitored systems. ☑ Resolves user problems by answering questions and requests. ☑ Ensures operation of equipment by completing preventive maintenance requirements and tests and following manufacturer's instructions. ☑ Troubleshoots malfunctions. ☑ Continuously monitors and reacts to IT operations processing schedule. ☑ Responds to incoming telephone calls, email, and voice mail inquiries from internal customers (within IT department) regarding computer-related problems. ☑ Maintains supply inventory by checking stock to determine inventory level. ☑ Maintains client confidence and protects operations by keeping

information confidential. ☑ Contributes to team effort by accomplishing related results as needed.

Excellent Knowledge On:

☑ Data processing☑ Reporting skills ☑ Communication skills ☑ Productivity ☑ Confidentiality ☑ Documentation skills ☑ Equipment maintenance ☑ Problem solving ☑ Understanding of computer networks (LAN, WAN, and computer networking) ☑ Ability to create and update documentation ☑ Internet Browsing ☑ E-mail Management ☑ System Monitoring

I wish him all success in his future endeavors.

Nazmul Kabir Khan
Manager, HRD
Symbol Soft Limited