## HUMAYUN KABIR CHOWDHURY

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### Career Objective:

Over 10+ year (s) of IT experience with full life cycle ICT project experience. Thrives in a customer focused, multi-site environment. Always meets client demands and develops good long-term customer relationships.

### Career Summary:

Service start in **Population Services & Training Center (PSTC)** Under Smiling Sun Franchise Program (SSFP) Project of World Health Organization. Since September'2007. First Joining in Dhaka Branch and after that I have change another three services in last eight years for my self-development.

I have worked at an Indian Multinational Company **Larsen & Toubro Limited (L&T Power)** Start service from 1st March' 2015 to February' 2018 till now. Posting at Bangladesh Branch Office (Dhaka) as a System Engineer (IT Infrastructure). Last three years working in this company.

### Special Qualification:

CCNA, CCNP, ITIL@ Foundation Certificate In IT Service Management, Juniper Certified (JNCIA-Junos), Windows 7/8/8.1/10 Professional & Enterprise, Microtik, Microsoft Office 2010, 2013 & 0365, Exchange Server, E-mail uses policy, Internet Uses policy, Networking & Hardware.

### Employment History:

**Total Year of Experience: 10 Year(s)**

| 1. | **System Engineer-IT, Coordinator in Bangladesh, Dhaka Branch Office**<br>**(March 1, 2015 – January 15, 2018)** |
|---|---|

**LARSEN & TOUBRO LIMITED**
Company Location: Gulshan-1, Dhaka, Bangladesh
Department: IT

***Duties/Responsibilities:***

* Plan design, organize, direct, control and evaluate the operations of information systems including hardware, network and communications, software, security and overall operations. * Keep updates the software according to the requirement of Management. * Maintain current and accurate inventory of technology hardware, software and resources. * Manage all IT related procurement of the Company whether hardware, software solutions or services. * Install, Configure and Maintain Linux Mail Server. * Install, Configure and Maintain LAN, Mikrotik Router, Switch, HUB.
Manage the relationship between internal departments and external contractors or suppliers regarding ICT related activities. * Installing and configuring hardware, software, networks, and operating systems and application software. * Solving computer problems (Hardware, Network, Software, Website, Antivirus, Data Connectivity Project Management Office (Bangladesh) to India Office, etc. * Project Management Office Network Design & Implementation. * Skilled on troubleshooting networking problems including e-mail, DNS, proxy, web firewall, OS systems, system security, availability and performance. * Any other assignments given by the management time to time. * Install/configure printers, scanner and all other standard hardware, printer troubleshooting. * Regular data backup. * Install and configure anti-virus software and MS patches on user's machines. * Coordinate IT hardware and consumable dispatching from Dhaka office to field locations and warehouse Issue and maintain gate pass for IT equipment. * Assist in providing support for Desktop users. *Have knowledge and experiences on configuring and troubleshooting of LAN & WAN related issues. * Experiences on escalating critical problems and follow up with Global IT Service Desk. * Manage online meeting supports, VC supports & lync supports. * Maintain IT Hardware and Software inventory through Asset Tagging system. * Experience on IT Service Monitoring system. * Experience on handling IT Projects. * Follow and enforce Information Protection (IP) Policy of the company.

**2. Sr. Executive (IT & MIS) (July 1, 2014 - February 28, 2015)**

**Union Group**
Company Location: Gulshan-1, Dhaka, Bangladesh
Department: IT

*Duties/Responsibilities:*

* Computer Maintenance & Troubleshoot. * Network Cable Configuration. * Provide All IT support Desktop computers, Laptop, Smart phone, Attendance Device, Network Printer & others IT equipment. * To understand user technical requirements & network problems. * Design & Implementation of Local Area Network (LAN). * Develop and manage Network and Server independently. * Configure & install various network devices like Switch, Router, Wireless router, Access point, Wireless access point, IP-camera etc. * Hands on experience in computer LAN setup and troubleshooting. * WiFi and different type of wireless router configuring & supporting related work. * Capable to implement & maintain active directory environment of windows server. * Prepare new employee ID card.

* In house & remote client support. * Provide basic IT support to users. * Company IT Server operate, maintenance and to ensure the security in all respect. * Experience of handling & trouble Shooting of IP Camera, CCTV, Video Conferencing Equipment, Finger, Attendances & Access control Device. * To provide support in migration/ upgrade to new hardware & tools to keep the standard of IT equipment. * To Diagnose, troubleshoot, assemble and handle computer / laptop related problems in terms of hardware and software. * To ensure that company assets are maintained responsibly. * To Maintenance & solve the network and mailing problem (Outlook Express, MS Office Outlook, Eudora). * Preparing standard documentation for all the application running in the company. * Any Special Assignment Provide by the Management. * Assists in the planning and implementation of additions, deletions and major modifications to the supporting regional infrastructure. * Maintain Liaison with Internet Service Provider to ensure smooth communication and our requirements. * Ensure/Discuss Security Issues with Head of IT security and confidentiality of electronics data of the business. Ensure the security of our IT system, Servers, database system and other communication system by checking their vulnerability, detect and protect fraud attack from inside and outside of office network.

**3. Sr. Executive (IT & MIS) (January 1, 2012 - June 30, 2014)**

**SIM GROUP (A 100 % Export Oriented Company)**
Company Location: DOHS, Baridhara, Dhaka-1206
Department: IT

**4. Admin, MIS & IT Officer (February 1, 2009 - December 20, 2011)**

**BD FOODS Ltd.**
Company Location: Taher Tower, Gulshan-2, Dhaka.
Department: Administration

**Academic Qualification:**

| Exam Title | Concentration/Major | Institute | Result | Pass Year | Duration | Achievement |
|---|---|---|---|---|---|---|
| B.S.C in CSE | Computer Science & Engineering | Dhaka International University | CGPA:3.25 out of 4 | 2011 | 4 Years | 1st Class |
| Diploma in-Engineering | Computer | Feni Polytechnic Institute | CGPA:3.29 out of 4 | 2007 | 4 Years | 1st Class |
| HSC | Science | Noakhali Gov`t College | First Division, Marks: 60% | 2002 | 2 Years | 1st Class |
| SSC | Science | Noakhali Zilla School | First Division, Marks: 60% | 2000 | 2 Years | 1st Class |

| Training Title | Topics | Institute | Country | Year |
|---|---|---|---|---|
| Microsoft® Certified Solutions Associate (MCSA): Windows Server 2012 | Active Directory, DNS, DHCP, Group Policy, Proxy, LDAP, SYSLOG | New Horizons Computer Learning Center. Dhanmondi, Dhaka - 1205. Bangladesh | Bangladesh | 2018 |
| GFI Endpoint Security and Archiver Training Level | Firewall Ports and Protocols, Simple filtering, Advanced filtering, Patches View, Threat, Interment and Network Security, | In House (L&T) | Bangladesh | 2017 |
| Juniper Certified (JNCIA-Junos) | Service Provider Routing & Switching, Enterprise Routing & Switching, Data Centre, Junos Security, Advanced Data Center Switching (ADCX), Junos Platform Automation and DevOps (JAUT), Network Automation in the Enterprise Cloud (NAEC), Network Automation in the Service Provider Cloud (NASPC), Network Automation Using (Open) Contrail Cloud (NACC), Juniper Cloud Fundamentals (JCF), Network Automation in the WAN (NA-WAN), Junos SDK Overview, Junos as a Scripting Language, Junos Space Essentials (JSE), Junos Space Security Director (JS-SD), Junos Space Network Director (JS-ND) Junos Space Essentials (JSE) Junos Space Security Director (JS-SD), Juniper Learning Bytes | New Horizons Computer Learning Center. Momtaz Plaza 3rd Floor House # 7, Road#4, Dhanmondi, Dhaka - 1205. Bangladesh | Bangladesh | 2016 |
| ITIL@ Foundation Certificate In IT Service Management | IT Service Management | New Horizons Computer Learning Center. Dhanmondi, Dhaka - 1205. Bangladesh | Bangladesh | 2016 |
| Information security awareness training program | * Connected World, * What is Information, * What is Information Security, * Why Information Security, * what to protect • About ISMS – ISO27001:2013, * Domains Benefits, * Risks & Threats to Information, * End user responsibilities | L&T Power, Knowledge City. | India | 2015 |
| Email Usage Policy | * Objective * Scope * Account activation / termination * Best practices * Email usage policy * General expectations from end users * Reporting Misuse * Disclaimer * Failure to comply * Email broadcast/Announcement policy * Acceptable categories of broadcast mails References | L&T Power, Knowledge City. | India | 2015 |
| Internet Usage Policy | * Internet usage policy: Defined section on Pre- authorized sites (white listed sites) * Eligibility changes: Defined internet access eligibility * Refined restriction: Refined restricted site section. | L&T Power, Knowledge City. | India | 2015 |
| File Transfer Server Usage Policy (FTP) | * Objective, Scope, FTP server resource and account creation, FTP access policy, Failure to comply, Query / Support. | L&T Power, Knowledge City. | India | 2015 |

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|---|---|---|---|---|
| CCNA (Cisco Certified Network Associates) | * Routing Protocol Such Static, RIP, EIGRP, OSPF, BGP, VLAN, VTP, STP, ACL, Dynamic NAT, Static NAT, Remote VPN, Site to Site VPN, DHCP, Port Forwarding, Inter-VLAN Routing, Route summarization, Route Authentication, Route Filtering, IPSLA, Policy base routing, HSRP, VRRP, GLBP | New Horizons Computer Learning Center. Dhanmondi, Dhaka - 1205. Bangladesh | Bangladesh | 2012-13 |
| CCNP (Cisco Certified Network Professional) | | | | |
| Mikrotik Router Board OS | Routing Protocol Such Static, RIP, OSPF, BGP, NAT, Port forwarding, DHCP, BW Management, User Management, Firewall, Proxy Server, L2 VPN, IP Sec VPN, IPIP Tunnel. | New Horizons Computer Learning Center. Dhanmondi, Dhaka - 1205. Bangladesh | Bangladesh | 2013 |
| Hardware Networking Basic | TCP/IP, CIDR, Sub netting, VLSM, HP and Dell PC, Laptop, Clone PC, HP and Canon Printer, Scanner. | New Horizons Computer Learning Center. Dhanmondi, Dhaka - 1205. Bangladesh | Bangladesh | 2012 |
| **Industrial Training** | **Networking and Client Support.** | **Flora Limited, Dhaka, Bangladesh** | **Bangladesh** | **2006** |

| Professional Qualification: |
|---|

| Certification | Institute | Location | From | To |
|---|---|---|---|---|
| Sr. Executive (IT & MIS) | SIM GROUP LIMITED | Dhaka | January 1, 2012 | September 30, 2014 |
| Officer Admin, MIS & IT | BD FOODS Ltd. | Dhaka | February 1, 2009 | December 20, 2011 |
| Finance & Admin Assistance | Population Services and Training Center (PSTC) | Dhaka | October 15, 2007 | January 30, 2009 |

| Specialization: |
|---|

| Fields of Specialization | Description |
|---|---|
| <ul><li>Adobe Photoshop/Illustrator</li><li>Cisco</li><li>SQL/MySQL</li><li>Windows 2000/2003/2012 Server(s)</li><li>WiFi/Bluetooth/ Wireless</li><li>MS Exchange Server/</li><li>Printer Servers</li><li>Windows Administration</li><li>Office 0365</li><li>Cyberoam Security</li><li>Video Conferencing (VC) Installation for online meeting</li><li>SAP Basis Program</li></ul> | • Experience in handling critical problems and meet up deadlines and positive enough to carry out duties with minimum instruction and capable to provide First, Second and Third Line Support. |

## Career and Application Information:

| Looking For | Mid-Level Job |
|---|---|
| Available For | Full Time |
| Preferred Job Category | Garments/Textile, IT/Telecommunication |
| Preferred District | Anywhere in Bangladesh. |
| Preferred Organization Types | Computer Hardware/Network Companies, NGO, Multinational Companies, Garments, Buying House, Pharmaceuticals, Food (Packaged)/Beverage, Group of Companies |

## Extra-Curricular Activities:

- Exceptionally well organized with a track record that demonstrates Self-motivation, Initiative and creativity to achieve.
- Both personal and corporate goals.
- Proven expertise in finding quick and effective solutions to any complex technical problems through any challenging environment and up-to-date on IT developments.
- Form an integral part of a 24-hour support rotation
- Skilled on troubleshooting networking problems including e-mail, DNS, proxy, web firewall, OS systems, system security, availability and performance.
- Have knowledge and experiences on configuring and troubleshooting of LAN & WAN related issues.
- Manage Checkpoint **IPS (Intrusion Prevention Security System)**/SPAM Control, Cisco **ASA (Advance/Adaptive Security Appliance)**, **FWSM (Firewall Security Management)**.
- Working experience of VPN Solution like remote IP SEC VPN, LAN to LAN. * Technical knowledge of integration with **RSA (Identity & Access Management)** Server for remote authentication of VPN users.
- Produce and support Firewall polices and function configuration builds to allow implementation of customer projects

## Language Proficiency:

| Language | Reading | Writing | Speaking |
|---|---|---|---|
| Bangla | High | High | High |
| English | High | High | Medium |

## Personal Details:

| Father's Name | Khair Ullah |
|---|---|
| Mother's Name | Jahanara Begum |
| Date of Birth | October 20, 1983 |
| Gender | Male |
| Marital Status | Married |
| Nationality | Bangladeshi |
| National Id No. | 7528703117276 |
| Religion | Islam |
| Permanent Address | Village: Laxminarayanpur, Post Office: Maijdee Court, Police Station: Sadar, District: Noakhali. Bangladesh. |
| Current Location | Dhaka |

Signature:

**Humayun Kabir Chowdhury**