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Career Objective:

To work in a dynamic and challenging environment where there is an opportunity of self-improvement in technical, individual and group based work that will ultimately lead to the further development of my career and of the organization.

Career Summary:

Red Hat Enterprise Linux Solution, Windows AD Configuration, IT System Security, IT Integration Management, Project Management, IT Infrastructure Administration, Training, Business Development, System Research & Development, Oracle ERP implementation.

Special Qualification:

Can build enterprise ICT with Open Source. It saves almost 80% cost with enhanced security and productivity

Employment History:

Total Year of Experience : 7.3 Year(s)

1. **System Administrator (April 1, 2015 - Continuing)**

Babylon Group

Company Location : 2-B/1 Darussalam road, Mirpur, Dhaka-1216

Department: NewGen IT

Duties/Responsibilities:

All server System , Networking and it environmental systems

- *Completely responsible for Setup and Managing Network and Data Security System
- *Clear understanding of Design, Setup, Configure of LAN, WAN network system
- *Must know IP addressing, subnet masking and how to configure routers, wireless router, switches, firewalls, network printers and other related network device to setup office network
- *Quick troubleshooting for any kind of hardware and software related issues.
- *Regularly Source Data and MySQL backup.
- *Maintain Mikrotik and more wireless Router.
- *Mail Server setup and configuration and maintains
- *Configure and Maintain Email Domain and Configuring Outlook and Outlook Express
- *Clear concept of Configure Different Types of Windows service like as Active Directory, DNS, DHCP, Web Antivirus
- *Maintain File server, Network printers
- *Monitoring Network performance, system resource Utilization, Server environment and Power System using different monitoring tools.
- *Windows Server system administration experience in Windows Server 2008 R2/2012/2012 R2
- *Handle some software like - Alfresco Soft, Tally, Vista GL, BGMEA BIO metric software.
- *Handle some B2B web portals for merchandiser and commercial.
- *Maintain EDI Software and Barcode Printer.
- *Maintain IP Cameras.
- *Manage IT Security Guideline and policies of the organization.
- *Developing and controlling complete computer security.
- *Lead a team of IT technicians.
- *Identify the organizational needs to develop IT strategy and required tools to achieve company objectives.
- *Identify, Lead and supervise different development projects and programs related to operation.
- *Troubleshooting IT Systems, IT Infrastructure and technology.
- *Conduct information systems audit of the organization.
- *Create and update operational and technical manuals of the developed software.
- *Implement and supervise Disaster Recovery site and Business Continuity Plan of the organization
- *Maintain detail inventory of the installed hardware and software in the organization.
- *Maintain log about daily IT related problems, identify and provide solutions accordingly.
- *Organize and conduct in-house IT training.
- *Provide on time support to all users.
- *Troubleshooting experience about VOIP, SIP, H.323, ISUP/SS7 protocol via Signaling analysis
- *Working with the Soft switch, media gateway platform
- *Coordinating with Vendors, International carriers, Service Providers for implementation and operational issues
- *Configure VOIP (SIP & H323) inter-connectivity with international carrier
- *Keep communicating with different vendors for making strategic planning about different technical issues and work with them
- *Driving rapid and effective solution for network and customer occurrences in line
- *Monitor and analyzed network performance KPIs (CSSR, ASR, ACD, Congestion, PDD, QoS)
- *Alarm monitoring and analysis for all equipment like a Soft switch, Media Gateway, Signalling Gateway, router and L3 switch
- *Monitor IPLC / ITC bandwidth usages and connectivity by ping monitoring and PRTG graph
- *Report Generation
- *Install and configure systems such as supports ERP/PLM/PDM infrastructure applications
- *Asset Management applications.
- *Contribute to and maintain system standards.

SA Engineering and Provisioning:

- *Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
- *Install and configure systems such as supports GIS infrastructure applications or Asset Management applications.
- *Develop and maintain installation and configuration procedures.
- *Contribute to and maintain system standards.
- *Research and recommend innovative, and where possible automated approaches for system administration tasks. Identify approaches that leverage our resources and provide economies of scale.

Operations and Support:

- *Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- *Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
- *Perform regular file archival and purge as necessary.
- *Create, change, and delete user accounts per request.
- *Provide Tier III/other support per request from various constituencies. Investigate and troubleshoot issues.
- *Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.
- *Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.
- *Upgrade and configure system software that supports GIS infrastructure applications or Asset Management applications per project or operational needs.
- *Maintain operational, configuration, or other procedures.
- Perform periodic performance reporting to support capacity planning.
- *Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
- *Maintain data center environmental and monitoring equipment.

- *Establishing network specifications by conferring with users; analyzing workflow, access, information, and security requirements; designing router administration, including interface configuration and routing protocols.
- *Establishing network by evaluating network performance issues including availability, utilization, throughput, goodput, and latency; planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; establishing connections and firewalls.
- *Maintaining network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor.
- *Securing network by developing network access, monitoring, control, and evaluation; maintaining documentation.
- *Upgrading network by conferring with vendors; developing, testing, evaluating, and installing enhancements.
- *Protecting organization's value by keeping information confidential.
- *Accomplishing organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- *Training Junior Network Engineers
- *Has to travel to verify field site functionality

- *Develop solutions for complex business problems requiring ingenuity and innovation that serve as a business platform for the end-to-end support and provide a competitive advantage for the business.
- *Translate business needs into technical solutions and define solutions to business problems through reasoned application of information technology.
- *Maintain a strategic view over the set of work streams, provide the framework for implementing business initiatives, or process change, by achieving a vision of the outcome of the project.
- *Plan, direct and coordinate activities to manage and implement complex projects from contract/proposal initiation to final operational stage.
- *Plan, schedule, monitor and report on activities related to the portfolio/ project.
- *Determine, monitor & review all project economics, including costs, operational budgets, resources and risk, ensuring that there are appropriate and effective governance arrangements, supported by comprehensive reporting.
- *Act as a single point of contact for senior stakeholders and influences ensuring their expectations are managed effectively.

2. System Administrator (November 1, 2012 - March 31, 2015)

Grameen Solutions

Company Location : Grameen Bank Tower, 12th Flor, Mirpur 2,Dhaka 1216

Department: System

Duties/Responsibilities:

Grameen Solutions

Company Location : Dhaka

Department: System

Duties/Responsibilities:

Research and Development:

Result obtained from the research are as follows:

- * Developed a strong and dedicated team.
- * Find out core features of legacy based directory systems.
- * Discovered similar in-built features in Open Source.
- * Discovered Open Source alternatives of services and applications.
- * Integrated services of legacy based directory alternatives.
- * Single Sign-On, federation service, integrated with Red Hat DS.
- * Configured all required group policy features.
- * Integrated Alfresco as an alternative of Share Point.
- * Integrated Squid as alternative of AD RMS, for internet access control.
- * Integrated OTRS as help desk management with domain controller.
- * Integrated Nagios Core as system and service monitoring application.
- * Configured multi-master replica for high availability solution.
- * Integrated Linux client with all required services.
- * Integrated Zimbra collaboration suite as mail server.
- * Postfix, Dovecot and Squirrel mail has also been tested.
- * AD LDS has been replaced with Red Hat Directory Services.
- * Certificate Authority service has been integrated for encryption.
- * Password policy as a component of AD DS integrated with Samba

Business development:

- * Provided contents preparing presentation slides.
- * Led team to prepare online demonstration video.
- * Helped preparing financial proposal to business development team.
- * Worked with graphics team for preparing brochures, booklets etc.

IT security audit:

- * Legislative, regulatory and policy analysis.
- * Program planning and implementation of programs .
- * Research and analysis to recommend solutions to complex problems.
- * Identifies required resources for each task .
- * Meeting with IT management to determine possible areas of concern .
- * Establishing audit objectives .
- * Reviewing all relevant policies to determine the acceptable risks .
- * Confirming that the environment matches the client"s inventory .
- * Tracking and monitoring audit findings, weaknesses & deficiencies.
- * Assessing vulnerability risks
- * Assist in coordinating vulnerability testing as feasible and requested

IT operation management:

- * Providing governance of IT.
- * Monitoring and evaluation of systems security.
- * Provide support & guidance for legal and regulatory compliance.
- * Installation and configuration of hardware, applications and software.
- * Provide technical and managerial expertise of security tools.
- * Liaise with IT Director to align with existing and future architecture.
- * Managed oversight of maintenance, upgraded security technologies for anti-malware & intrusion detection.
- * Ensure timely responses to system and security incidents.
- * Worked with the Chief Information Security Officer (CISO) to develop business security requirements.
- * Managed process of gathering, analyzing and assessing the risks and threats for enterprises.
- * Proposed changes to existing policies to ensure operating efficiency and regulatory compliance.

3. System Engineer (April 10, 2010 - May 25, 2011)**Oasis IT**

Company Location : Rajshahi

Department: Computer & Networking

Duties/Responsibilities:

System Support and Monitoring

Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.□□

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
B.sc Engineering	Computer Science & Engineering	University of Information Technology & Science	CGPA:3.09 out of 4	2011	03 yrs.	no relevant
Diploma Engg.	Computer	North Polytechnic Institute, Rajshahi	CGPA:3.3 out of 4	2008	04 yrs.	no relevant
SSC (Voc.)	Electronics	TTC , Rajshahi	CGPA:3.5 out of 5	2004	02 yrs.	no relevant

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
CCNA	cisco router configure and ipv4 protocol and internet	CSL and Bangla Net	Bangladesh	Dhanmondi -27	2015	3 month
Red Hat Certified System Administrator	Web Server, Mail Server, UNIX Shell, Virtualization, Samba	Bangla Net	Bangladesh	Lal Bhaban (4th floor) 18, Rajuk Avenue Motijheel	2014	3 months
Red Hat Certified Engineer	LVM Partitions, Adminstrating users and groups, Deploying file-sharing services, Managing and securing files, Establishing network and securing network services,	Bangla Net	Bangladesh	Lal Bhaban (4th floor) 18, Rajuk Avenue Motijheel	2014	3 months
IT Training	Computer System & Networking	Uniq Computers	Bangladesh	Rajshahi	2008	6 months

Professional Qualification:

Certification	Institute	Location	From	To
Red Hat Certified System Administrator (Certificate Number: 140-041-138)	Bangla Net	Lal Bhaban (4th floor) 18, Rajuk Avenue Motijheel	February 1, 2014	April 5, 2014
Red Hat Certified System Engineer (Certificate Number: 140-041-138)	Bangla Net	Lal Bhaban (4th floor) 18, Rajuk Avenue Motijheel	February 1, 2014	April 5, 2014
Inrarnship for System Admin	Grameen Solutions	Grameen Bank Tower, Mirpur-2, Dhaka 1216 ,	August 1, 2012	December 31, 2012

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Expected Salary : Tk. 15,000
 Preferred Job Category : IT/Telecommunication
 Preferred District : Bogura, Chattogram, Dhaka, Naogaon, Narayanganj, Narsingdi, Natore, Pabna, Rajbari, Rajshahi, Rangpur, Sirajganj, Tangail
 Preferred Country : China, Germany, India, Italy, Japan, Malaysia, Thailand, Canada, Switzerland
 Preferred Organization Types : Banks, Telecommunication, Training Institutes, Software Company, IT Enabled Service, ISP, Computer Hardware/Network Companies, Govt./ Semi Govt./ Autonomous body, NGO, Multinational Companies, Engineering Firms, Group of Companies

Specialization:

Fields of Specialization	Description
<ul style="list-style-type: none"> • LAN/ WAN • LAMP Administration • Linux-based Mail Server • Linux • MySQL • Oracle • Tomcat • Unix Shell • Web Services • Windows 2000/ 2003 Server(s) 	<p>• Setup, configuration and administration of Enterprise Security of Authentication with Open Source and Windows as well. Planning, designing, setting up and administering wired & wireless TCP/IP networking. Experience configuration and monitoring network services with Open Source Nagios and SpaceWalk, Pandora Managed risks of hardware, power failure, fire, theft, humidity, temperature, and thunder stroke. Oracle and MS SQL database system maintenance. Coordinated implementing Oracle Customized ERP.</p> <p>Red Hat Enterprise Security: Network Services * Threat model and protection methods. * Host-based firewall, TCP Wrapper, xinetd SENSOR traps. * Apache with .htaccess, mod_SSL and private key decryption..</p> <p>Red Hat Enterprise Directory Services and Authentication * Installation and configuration of LDAP directory server. * Configuring TLS security and Access Control Instructions. * Single and Multi-master replication, Cluster configuration. * Central account management with LDAP. * Managing users with Samba and LDAP. * Red Hat Enterprise Identity Policy and Audit. * SELinux policy and Red Hat targeted policy. * Standard security practice preventing root login.</p> <p>* The strict policy, user and role Identification and Declaration * Edit and Create Network Contexts, and Domains</p>

Extra Curricular Activities:

Travelling and reading : Travelled all over Bangladesh. I sometimes put note my feeling, thinking and emotion.

Language Proficiency:

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

Personal Details :

Father"s Name : Md. Ansar Ali
Mother"s Name : Mis Salina Khatun
Date of Birth : July 10, 1987
Gender : Male
Marital Status : Married
Nationality : Bangladeshi
Religion : Islam
Permanent Address : Vill: Nawdapara, Post : Sopura, Thana:Shahmukhdom, Rajshahi.
Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Md. Zahurul Islam	Md. Jobayer Almahmud Hossain
Organization	: Grameen Solutions	Banglanet Technologies Limited
Designation	: Senior Manager, System, Audit & Security	Director
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Relation	: Professional	Academic
