



Engr. Mahmudur Rahman

IT Specialist

CONTACTS



Dhaka, Bangladesh



engr.reja@gmail.com



+880 1707 006 785



Member of Bangladesh Computer Society (BCS): M-2028
Member of The Institution of Engineers, Bangladesh (IEB): M-29016

EDUCATION

MSc in Information Technology (IT)
Jahangirnagar University - 2023

MBA in Management Information System (MIS)
Southeast University - 2012

BEngg in Electrical & Electronic Engineering (EEE)
American International University-Bangladesh - 2010

HSC, Science
Savar Cantonment Public School & College – 2003

SSC, Science
Savar Adhar Chandra High School - 2001

GLOBAL CERTIFICATIONS

- MCSE (Microsoft Certified Solutions Expert) Productivity: Designing and Deploying Microsoft Exchange Server 2016
- MCSA (Microsoft Certified Solutions Associate) Windows Server 2016
- ITIL Foundation (Information Technology Infrastructure Library)
- MTCNA (MikroTik Certified Network Associate)

EXECUTIVE SUMMARY

I am Information Technology and Cyber, information security expert. I am a Microsoft Certified Solution Expert and I have **13** years of professional Technical Support work experience in Information Security and Assurance, Cloud Computing, Cyber Security, Electronic security systems, IT security, Business Continuity, Crisis Management, Early Warning/Notification systems, Machine Learning. I guarantee You that I would be dealing with your prerequisites and conveying you satisfy outcomes.

WORK EXPERIENCE

1. LAN, ACIDI/VOCA (USAID Funded Feed the Future Livestock And Nutrition Activity),
Dhaka, (Agricultural Cooperative Development International/ Volunteers in Overseas Cooperative Assistance), (INGO)

Function: IT Specialist, Operations

Duration: From 13 March 2022 to Till Date (Full time job)

Summary of responsibilities:

- * Manage the Local Office Network and the field office network for smooth, uninterrupted communication.

- * Manage relations with IT vendors and, service providers. Advanced knowledge of LAN administration, Windows server, Mail server, Printer server, IT troubleshooting, Microsoft Office packages, and Office 365 including databases, spreadsheets, and other IT support.

Additional responsibilities: Support staff supervise, Vehicle schedule management, Procurement task as per USAID policy.

Achievements: Troubleshoot and solve network critical problems.

2.RDC, ACIDI/VOCA (USAID Funded Feed the Future Rice and Diversified Crop Activity),
Dhaka, (INGO)

Function: IT Specialist, Operations

Duration: From 04 March 2018 to 12 December 2021 (Full time job)

Summary of responsibilities:

- * Microsoft Office 365 Admin center, Cisco Meraki, Azure Active Directory admin, SharePoint, Teams, OneDrive and Adobe Sign, Cloud maintenance.

- * Local hosting Active Directory, Quick Book & file server setup, configuration & maintenance. QNAP NAS server configuration & data backup.

- * Arrange & providing IT training for onboarding new employees & existing employees.

- * Maintains, patches, and updates windows servers, laptops, and desktops. Configures servers, firewalls, switches, and other networked equipment.

Additional responsibilities: Support staff supervises, Vehicle schedule management, Procurement task as per USAID policy.

Achievements: I have worked actively with LPIN Project, ACIDI/VOCA as an IT Specialist from 01 April 2020 to 14 June 2021 and fulfill all responsibilities of the IT Manager.

3.1. Aamra Networks Limited (ISP) of Aamra Companies, Dhaka

Function: Senior Executive, Internet & Infrastructure

Duration: 01 January 2017 to 02 March 2018 (Full time job)

Summary of responsibilities:

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

- * Ensure customer satisfaction by implementing best practices as per ITIL to ensure excellence in operations by maintaining the standard operating procedure.

Achievements: I have established several new office cloud computing setups and Network security. And set up their office network, Configure & bring live their active directory, email exchange servers, and all other offices IT types of equipment by providing service through Aamra network Ltd.

COURSES

- CCNA (Cisco Certified Network Associate)
- Web Design & Development
- Professional Graphic Design
- Digital Marketing
- LCMC (Leadership Certificate in Managerial Communication)
- PLC (Programming of PLC for Industrial Automation, Maintenance & Troubleshooting)

ONLINE COURSE

- Cyber Security Workshop
- CompTIA A+ 220-801 BIOS and Motherboards
- CompTIA A+ 220-801 Laptops
- CompTIA A+ 220-801 Network Cabling, IP Addressing, Ports, and Protocols
- CompTIA Network+ 2012 Network Security
- Information Security for End Users - Introduction to Information Security
- Information Security for End Users - Using your Desktop Computer and Mobile Devices Safely
- Using E-mail, the Internet, and social media Safely in a Corporate Environment

WORKSHOP

- Web Hosting Server Management
- Android App
- Linux Cyber Security

Computing Capability

- **Software:** Symantec Backup Exec, Hyper-V, VMware, MySQL, WordPress, Cisco Packet Tracer, PLC Logo Soft, SIMATIC Manager, Auto CAD, PSpice, MS Office, IBM Lotus Notes, Visual Studio, Photoshop, Illustrator & much other software.
- **Programming:** HTML, C, C++, Java, CSS and Python.

Field training

- Steam Power Plant on Basic Mechanical Engineering - Ghorashal Power Plant - 2006
- Gas Power Plant on Power Stations - Shiddhirgonj Power Plant - 2007

3.2. Aamra Networks Limited (ISP) of Aamra Companies, Dhaka

Function: Executive, Technical Support

Duration: 28 November 2012 to 31 December 2016 (Full time job)

Summary of responsibilities:

- * Setup office network by configuring Mikrotik, Cisco, Juniper Router & Switch. Setup & configure wireless Routers (Cisco, Linksys, Netgear, Tp-Link, D-Link, Belkin, Rocket M2, M5, etc.) for both Router & Access Point moods.
- * Windows Server OS Installation (2008 & 2012), iLO, RAID, Active directory configure & policy setup. NAS Server/storage manage. Setup Autoloader/Tape drive etc.
- * Configure MS Office Outlook, Outlook Express, IBM Lotus Notes & many other email software.
- * Configure and maintain ERP software solutions.

Achievements:

- * Work as a Technical Support Engineer for bellow Multinational & National Organization in Bangladesh zone by providing services through Aamra Networks Ltd. –

FULL-TIME SUPPORT (Organization Name): 1. Bayer Crop Science, 2. Philip Morris International, 3. ABB International Marketing Ltd, 4. Marks & Spencer, 5. Tetra Pak, 6. Nestle Bangladesh Ltd, 7. DSV Air & Sea Ltd, 8. Levi's Strauss & Co, 9. Gap International Sourcing Pte Ltd, 10. Concord Ventures Group, 11. Novo Nordisk Pharmaceuticals, 12. Tupperware Bangladesh Pvt. Ltd.

ON-CALL SUPPORT (Organization Name): 1. SDV, 2. American Club, 3. Bangladesh Cricket Board (BCB), 4. BCB Anti-Corruption Tribunal, 5. IDP Education Bangladesh Pvt. Ltd, 6. Galaxy Bangladesh, 7. ICC T20 World Cup 2014, 8. ICDDR, B, 9. Shore to shore Textile Ltd (AEPZ), 10. Kiabi International Supply Services, 11. Other many clients (more than 100)

4. Libra Infusions Ltd. (Pharmaceutical Industry) of Libra Group, Dhaka

Function: Assistant Engineer (Maintenance)

Duration: 21 December 2010 to 12 August 2012 (Full time job)

Summary of responsibilities:

- * Uses computer-aided design technologies to develop sketches, drawings, and construction documents.
- * Work on Designing & Updating circuit diagrams using Auto CAD, the PSpice software.
- * Work on installation of PLC, HMI, and new Projects: HVAC, LVP, SVP, and Water treatment plant.
- * Responsible for the proper Operation, and Maintenance, and troubleshooting of all Electrical & Electronics Machineries.
- * Instrument in my area of responsibility to the highest standards of the industry: Generator, Boiler, Injection Molding Machine, Chiller, Air Condition, Forklift, Extruder Machine, Auto Clave Machine, Bag making Machine, Port welding Machine, Filling Machine, Blow Molding Machine.
- * Provide backup support for the Mechanical & Automobile Engineer functions.

Achievements: I have worked for several new machine setups and its electrical panel & PLC configuration for automation.

5. Agrani Commerce & Finance M.C.S Ltd. (Micro Credit Bank), Dhaka

Function: Officer IT

Duration: 09 March 2010 to 20 December 2010 (Full time job)

Summary of responsibilities:

- * Configure and install software, servers, routers, and other network devices.
- * Network & hardware maintenance and troubleshooting hardware, software & network.
- * Ensure proper connectivity to all the end-users in the organization. Make sure the appropriate functioning of the network design and organize the system network.
- * Provide network security & maintains the database of various IT devices connected to the system network.

Achievements: I have worked for the organization's network & IT equipment setup.

LANGUAGE

- English - High on Reading, Writing & Speaking
- Bangla - Native