



Professional Summary

Experience in managing Datacenter/virtualization/cloud-based technologies & effectively handling configuration and deployment of infrastructure as well as services/applications also maintaining and Troubleshooting IT Infrastructure, Security, Networks, VMware vSphere, vCenter, Windows Servers etc. Possess good teamwork and supervising capability in any working environment.

Contact Information

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Skills

- Windows Server Administration
- Virtualization (Hyper-V, VMware)
- Help desk support (Rave & Jira)
- Data Backup: WS Data Backup, Veeam
- Remote Management: SSL VPN, VNC, TeamViewer, LogMeIn, Any Desk,
- Amazon AWS (EC2, AWS backup, VPC)
- Microsoft System Center Configuration Manager (Server Patching)
- Jenkins
- Microsoft office 365

EDUCATION

- Bachelor of Science in Electrical and Electronics** **2013-2017**
American International University Bangladesh (AIUB)
CGPA 2.75 on scale of 4.00
- Higher Secondary Certificate (HSC)** **2010 - 2012**
Notre Dame College, Dhaka
GPA 4.00 out of 5.00
- Secondary School Certificate (SSC)** **2008 - 2010**
Maulana Vasani high School, Joypurhat
GPA 5.00 out of 5.00

WORKING EXPERIENCE

ReliSource Technologies Ltd. WCG (Dhaka, Bangladesh) *September 2020 - Present*
System & Network Administrator

- Help desk support through Atlassian Jira Project Management Software
- Virtualization Administration (Hyper-V/VMware)- Configure & install ESXi, Hyper-V, Deploy & configure VMware ESXi 5.5/6.5/6.7, vSphere, vCenter, vCenter deployment and configuration; VM migration & backup.
- Windows System Administration- configure Windows Server, Implement Active Directory Federation Services (AD FS), Implement Hyper-V, Implement remote access, Server Patching
- Mail Server Administration - Experiences user management of Office 365 & Exchange, User distribution list, shared mailbox, permission assignment, delegation, outlook setup, etc.
- Monitor, troubleshoot LAN, WAN through network management software.
- Monthly schedule Patching of all the servers including Zero-Day vulnerability patching using SCCM
- Monitoring the CITRIX VDI environment
- Ensuring System Backup (VEEAM)
- resolve different tech related issues from the clients.

Microsoft (Shanghai, China)

June 2019 - August 2020

Technical Support Engineer

- Available to take ownership of new cases through RAVE
- Provide support to Enterprise Asia Pacific region customers
- Manage Exchange online bugs and investigate the problem by doing own research and by involving other teams as needed.
- Escalate to management as necessary, acting internally as a customer advocate and keeping the customers informed.
- Collaborate with management and engineering in order to resolve service issues and in order to produce bug fixes, patches, test cases as appropriate

PROFESSIONAL TRAINING

MCSE: Windows Server 2019

Microsoft 365: Exchange online,
Skype for business, SharePoint &
OneDrive, Teams

Skill Sets

- Flexibility and Adaptability
- Problem Solving
- Ability to Work Under Pressure
- Conflict Resolution
- Ability to Work in a Team
- Self-motivation
- Ability to Multitask
- Application Support
- Technical Support
- Client Handling
- Issue Prioritization
- Root Cause Analysis
- Inbound Support
- Outbound Support
- Can Do Attitude
- Quick Learner
- Communication
- Issue Escalation

Power Sonic Group (Dhaka, Bangladesh)

January 2018 - May 2019

Assistant Engineer

- Delivering Sub-Station, Transformer, CT, PT, Generators, Solar System, Automatic Voltage Stabilizer, Off Line UPS, On Line UPS. Work on Marketing automation tools.
- After sales support to the customer.

Extra Curriculum

- Volunteer of Bangladesh Fire service.
- Rescued Rana Plaza victims' people and worked in different fire operation.

REFERENCES

Chowdhury Akram Hussain

AIUB, Sr. Asst. Professor, Dept of EEE,

American International University
Bangladesh (AIUB)

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