

# Resume of Md. Suman Sarder



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## **Career Objective:**

- ✓ I have completed my Postgraduate (M.Sc.) degree from Jahangirnagar University (JU) in Computer Science and Engineering (CSE). And another one completed my Postgraduate (MBA) degree from International Business Administration and Information System University (IBAISU) in Human Resource Management (HRM).
- ✓ I had gotten **13+** years of professional experience in Network & ICT related field as a Head of Network. Also good knowledge for Network & ICT related work.
- ✓ Interested in learning new technology and gather knowledge and improve myself day by day.

## **Professional Experiences:**

- 1) Company Name : Noman Group of Industries Limited.**  
**Designation : Head of Network**  
**Department : ICT**  
**Address : Adamjee Court Main Building (5th, 4th, 3rd Floor), 115-120, Motijheel C/A, Dhaka 1000.**  
**Duration : December 2020 to June 2021. (6 mos)**
- Job Responsibility : Handling 6 Corporate Office and 45 Textile, Spinning, Knitting, Weaving, Denim, Washing, Fashion and Two Hospitals with One Showroom Companies Network & ICT related all work.**

## **Following the below List:**

1. Coordinate with Managements (Advisor, Chairman, Managing Director, Deputy Managing Director, Director).
2. Coordinate with seniors and all department's head.
3. Manage and Lead a team of 32 members.
4. Completed to work under pressure the right time.
5. Maintain & Troubleshoot Company's Core Network.
6. Setup and Maintenance of Barracuda Email Security Gateway.
7. Setup and maintenance of any kind of Desktop, Laptop, MAC PC.
8. Setup and Maintenance of Guard Tracking Machine, door lock security system & Biometric with Gateway IP PBX & PBX device.
9. Setup and Maintenance of Poly device for Video Conferencing with meeting (Poly Studio, Poly X50, Poly X30).
10. Manage IP Plan, Data Network, Firewall, And Corporate VPN.

11. Maintain Central & Users Bandwidth Manager, Firewall & Syslog Server.
12. Network Design & Deployment.
13. Setup and Maintenance of NVR and IP Camera and All time monitoring system by display.
14. Maintain of NTI Environment Monitoring System.
15. Setup and Planning Radio Tower (Single Leg and Three Leg).
16. Setup and Maintenance Lightning Protection System for Building.
17. Maintain ISP Bandwidth, Service, internal fiber Link and Radio link.
18. Prepare Service Plan for the Users.
19. Setup and Maintenance of Core manageable & non manageable switch with PoE Switch.
20. Setup and Maintenance of MikroTik Router, Wi-Fi Router, FTP Server, File Server, Email Server, DNS Server, Antivirus Server, FastReact Server, Payroll Server, Network Printer Server, IPTSP Server & ADDS Server.
21. Setup and Support ICT Software, Requisition, Inventory, Payroll Client and necessary software.
22. Meeting with Suppliers & ISP for ICT Goods purchase and technical specification with Bandwidth and Data Connectivity.
23. Setup and Maintenance all kinds of support for Office 365 E1 Cloud mail Server.
24. Support Oracle base ERP E-business Solution Software.
25. Visit all factory every month two times as per schedule due to ICT related smooth work.
26. Maintain required Management Information Systems.
27. Maintain all Types of ICT Network Established & Support.
28. Maintain monitoring the Network 24/7.
29. Maintain Microsoft 365 web portal for Email and Others.
30. Maintain Microsoft G-Suite web portal for Email and Others.

**1.2) Company Name :** **Noman Group of Industries Limited.**  
**Designation :** **Senior Manager, Central ICT**  
**Department :** Information & Communication Technology (ICT).  
**Address :** Adamjee Court Main Building (5th, 4th, 3rd Floor), 115-120, Motijheel C/A, Dhaka 1000.  
**Duration :** **January, 2018 to December 2020. (2 yrs 11 mos)**  
**Job Responsibility :** Handling 6 Corporate Office and 45 Textile, Spinning, Knitting, Weaving, Denim, Washing, Fashion and Two Hospitals with One Showroom Companies ICT related all work.

**Following the below List:**

1. Coordinate with Managements (Advisor, Chairman, Managing Director, Deputy Managing Director, Director).
2. Coordinate with seniors and all department's head.
3. Manage and Lead a team of 55 members.
4. Completed to work under pressure the right time.
5. Maintain & Troubleshoot Company's Core Network.
6. Setup and Maintenance of Barracuda Email Security Gateway.
7. Setup and maintenance of any kind of Desktop, Laptop, MAC PC.

8. Setup and Maintenance of Guard Tracking Machine, door lock security system & Biometric with Gateway IP PBX & PBX device.
9. Setup and Maintenance of Poly device for Video Conferencing with meeting (Poly Studio, Poly X50, Poly X30).
10. Manage IP Plan, Data Network, Firewall, And Corporate VPN.
11. Maintain Central & Users Bandwidth Manager, Firewall & Syslog Server.
12. Network Design & Deployment.
13. Setup and Maintenance of NVR and IP Camera and All time monitoring system by display.
14. Maintain of NTI Environment Monitoring System.
15. Setup and Planning Radio Tower (Single Leg and Three Leg).
16. Setup and Maintenance Lightning Protection System for Building.
17. Maintain ISP Bandwidth, Service, internal fiber Link and Radio link.
18. Prepare Service Plan for the Users.
19. Setup and Maintenance of Core manageable & non manageable switch with PoE Switch.
20. Setup and Maintenance of MikroTik Router, Wi-Fi Router, FTP Server, File Server, Email Server, DNS Server, Antivirus Server, FastReact Server, Payroll Server, Network Printer Server, IPTSP Server & ADDS Server.
21. Setup and Support ICT Software, Requisition, Inventory, Payroll Client and necessary software.
22. Meeting with Suppliers & ISP for ICT Goods purchase and technical specification with Bandwidth and Data Connectivity.
23. Setup and Maintenance all kinds of support for Office 365 E1 Cloud mail Server.
24. Support Oracle base ERP E-business Solution Software.
25. Visit all factory every month two times as per schedule due to ICT related smooth work.
26. Maintain required Management Information Systems.
27. Maintain all Types of ICT Network Established & Support.
28. Maintain monitoring the Network 24/7.

**1.3) Company Name :** **Noman Group of Industries Limited.**  
**Designation :** **Manager, Central ICT**  
**Department :** Information & Communication Technology (ICT).  
**Address :** Adamjee Court Main Building (5th, 4th, 3rd Floor), 115-120, Motijheel C/A, Dhaka 1000.  
**Duration :** **May 2016 to December 2017. (1 yr 8 mos)**

**Job Responsibility :** Handling 6 Corporate Office and 45 Textile, Spinning, Knitting, Weaving, Denim, Washing, Fashion and Two Hospitals with One Showroom Companies ICT related all work.

**Following the below List:**

1. Coordinate with Managements (Advisor, Chairman, Managing Director, Deputy Managing Director, Director).
2. Coordinate with seniors and all department's head.
3. Maintains HR & Admin activities of ICT department.
4. Manage and Lead a team of 40 members.
5. Completed to work under pressure the right time.

6. Ensuring technical support to the corporate as well as VIP and Corporate users.
7. All Type of ICT Network Established & Support.
8. Visit all factory and meeting with factory head for ICT technical related work.
9. Visit all factory every month two times as per schedule due to ICT related smooth work.
10. Meeting with Suppliers for ICT Goods purchase and technical specification.
11. Meeting with various ISP for Bandwidth and Data Connectivity.
12. Provide all types of Logical & Physical Support at user premises of Assigned Computer.
13. Provide Primary support for ERP Production server and ERP test server.
14. Provide all support for HR Payroll system and its Data backup & Any Customized as per required.
15. Any kind of Support of Employee Attendance Device [Bio-Metric Device].
16. Any kind of Support of Access Control.
17. Generated Purchase Requisition with Note and follow-up ICT Goods Purchase Issue.
18. Generated Requisition and servicing for ICT Goods Items when needed.
19. Maintenance MikroTik Router for Controlling Bandwidth Distribution & Create Various Kind of Firewall Rules.
20. Setup VPN in users PC/Laptop for data security.
21. Provide all kinds of support for Office 365 E1 Cloud mail Server, Microsoft 365 Business Standard and Microsoft Teams Commercial Cloud Configuration related issues of Client End.
22. Provide all kinds of support for our Group mail server & Configuration related issues of Client End.
23. Setup and Maintenance of Barracuda Email Security Gateway.
24. Primary support for Photocopy Machine.
25. Provide necessary software to user as per their valid demand.
26. Support PC for IPLC with data connectivity.
27. Setup and Support ICT Software, Requisition, Inventory, Payroll Server, Payroll Client and necessary software.
28. Setup and Maintenance of MikroTik Router.
29. Setup and Maintenance ADDS Server as per unite Demand.
30. Setup and Maintenance FTP Server.
31. Setup and Maintenance of Core switch and Access Switch.
32. Setup and Maintenance of any kind of Wi-Fi router.
33. Support Oracle base ERP E-business Solution Software.
34. Setup and maintenance of any kind of Desktop and Laptop, MAC PC & MAC Tablet.
35. Setup and maintenance of Printer and Scanner.
36. Setup and Maintenance of Guard Tracking Machine.
37. Setup and Maintenance of Biometric Device.
38. Setup and Maintenance of Gateway Device for IP PBX.
39. Setup and Maintenance of Gateway Device for PBX.
40. Setup and Maintenance of Cisco and BDCOM manageable & non manageable switch.

41. Setup and Maintenance of NVR and IP Camera.
42. Setup and Maintenance of door lock security system by face and finger with remote.
43. Setup and Maintenance of Poly device for Video Conferencing with meeting (Poly Studio, Poly X50, Poly X30).
44. Setup and Maintenance of Antivirus server and Client (ESET and E-scan with Bit defender, Kaspersky, Sophos).
45. Setup and Maintenance of Radio Device.
46. Setup and Planning Radio Tower(Single Leg and Three Leg) 80 Feet, 100 Feet, 120 Feet, 140 Feet, 160 Feet, 180 Feet, 200Feet, 300 Feet.
47. Setup and Maintenance Lightning Protection System for Building.
48. Setup and Maintenance IPLC PC.
49. Setup and Maintenance of IPTSP Related server.
50. Monitoring and support Fiber link inside and outside at factory.
51. ICT service implementation with Design for new unit/factory and corporate office.
52. Monitoring and Maintenance ISP Bandwidth, Service with fiber Link and Radio link.
53. Managed Internet Bandwidth by MikroTik Router.
54. Maintaining a thorough understanding of the basics behind the Internet and its working (DNS, Security, Firewall, ACL, IP Routing, HTTP, VPN, Email Routing, Spam etc.)
55. If we found any Kind of ICT Goods Hardware is damage then sent to Head Office Servicing Department due to not available extra Hardware.
56. All time monitoring Service and ICT Goods.
57. Cacti, MRTG, Monitoring.
58. All time monitoring system by IP Camera view from remote area and Chairman House.
59. All ICT goods inventory.

**1.4) Company Name :** **Noman Group of Industries Limited.**  
**Designation :** **Team Leader**  
**Department :** Information & Communication Technology (ICT).  
**Address :** Adamjee Court Main Building (5th, 4th, 3rd Floor), 115-120, Motijheel C/A, Dhaka 1000.  
**Duration :** **December 2015 to April 2016. (5 mos)**

**Job Responsibility :** Handling 2 Corporate Office and 10 Textile, Spinning, Knitting, Weaving, Denim, Washing, Fashion Companies ICT related all work.

**Following the below List:**

1. Coordinate with seniors and all department's head.
2. Manage and Lead a team of 7 members.
3. Completed to work under pressure the right time.
4. Visit all factory and meeting with factory head for ICT technical related work.
5. Support Oracle base ERP E-business Solution Software.

6. Any kind of Support of Access Control & Employee Attendance Device.
7. Provide all kinds of support for our Group mail server & Configuration related issues of Client End.
8. Setup and Support ICT Software, Requisition, Inventory, Payroll Server, Payroll Client and necessary software.
9. Setup and Maintenance of MikroTik Router & FTP, IPTSP & ADDS Server.
10. Setup and Maintenance of Core manageable & non manageable switch and Access Switch all Wi-Fi router.
11. Setup and maintenance of any kind of Desktop and Laptop, MAC PC & MAC Tablet.
12. Setup and Maintenance of Guard Tracking Machine, door lock security system & Biometric with Gateway IP PBX & PBX device.
13. Setup and Maintenance of NVR and IP Camera and All time monitoring system by display.
14. Setup and Maintenance of Polycom device for VC with meeting.
15. Setup and Maintenance of Antivirus server and Client.
16. Setup and Maintenance of Network printer server and Client.
17. Setup and Planning Radio Tower (Single Leg and Three Leg).
18. All time monitoring the Network.

**2) Company Name : Banglalion Communications Limited.**  
**Designation : Coordinator**  
**Department : Technical Support**  
**Address : Silver Tower, 8<sup>th</sup> Floor, Gulshan-1, Dhaka-1212.**  
**Duration : January, 2010 to November 2015. (5 yrs 11 mos).**

**Job Responsibility : Handling Technical Customer Support related all work.**

**Following the below List:**

1. Coordinate with seniors.
2. Lead and Coordinate a team of 109 members.
3. Completed to work under pressure the right time.
4. Completed to client schedule under pressure the right time.
5. Ensuring technical support to the corporate as well as VIP and Corporate clients.
6. Installation and configuration of WIMAX CPEs & various types of Wi-Fi devices.
7. Installation and support of Fiber client.
8. Basic knowledge of SDH & PDH.
9. Support and solution various types of Desktop, Laptop and Android Tab.
10. Support and solution various types of Switch, Router, Printer, scanner etc.
11. Support and solution various types of CC Camera, IP Camera, CCTV Camera, DVR, NVR etc.
12. Support and solution various types of Hardware and Network related troubleshoots.
13. Design, setup and configure complex switching environments.
14. Network performance analyzing.

15. Computer Network Monitoring & Maintenance.
16. In house & third party software support.
17. Knowledge on Operating systems (Windows XP, Win-7, Win-8, Win-8.1, Win-10, MAC and all office packages).
18. Support and solution the user end by online remote support.
19. Maintaining a thorough understanding of the basics behind the Internet and its working (DNS, Security, IP Routing, HTTP, VPN, Email Routing, Spam etc.)
20. Troubleshooting email client, such as outlook (all versions), outlook express, Eudora, Thunderbird etc.
21. Various daily sales & Inventory reports and sent to management via e-mail.
22. Provide Anti-virus support to the user PC/workstation.
23. After sales Customer Support (LAN, MAN, WAN, software operation).
24. R & D of WIMAX CPEs (Dongle, Indoor, Outdoor, Wi-Fi pocket router).
25. Maintained user complained by ticketing system.
26. Maintain required Management information systems (MIS).
27. Task assigning, feedback gathering and reporting to the line manager.
28. Completed any other related task assigned time to time by the Department.

#### **Working with NOC:**

1. Radio Test Report for BBUC
2. Live Trace Report for BBUC
3. Service Analysis
4. Log Analysis
5. Cacti, MRTG, ET Monitoring

**3) Company Name :** **Panaroma Computer.**  
**Designation :** Hardware and Network Engineer.  
**Department :** Information Technology (IT)  
**Address :** Multiplan Center, Elephant Road, Dhanmondi, Dhaka-1205.  
**Duration :** **January, 2008 to December 2009. (2 yrs).**

**Job Responsibility :** Handling IT related all work.

#### **Following the below List:**

1. Hardware assemble.
2. After sales customer support.
3. CCTV Camera, DVR, NVR etc.
4. Local LAN establishment and network troubleshoots.
5. Support and solution various types of Desktop, Laptop.
6. Support and solution various types of Switch, Router, Printer.
7. Support and solution various types of CC Camera, IP Camera, DVR, NVR etc.
8. After sales Customer Support (LAN, MAN, WAN, software operation).
9. Support and Solution Home office, Small office, Corporate office LAN work.
10. Support and solution the user end by online remote

### **Professional Development Training Courses & Certifications:**

- Certificate of Leadership.
- Certificate of Personal Leadership.
- Red Hat Certified System Administrator (RHCSA).
- Cisco Certified Network Associate (CCNA)-(200-125): Routing & Switching certification.
- Microsoft Certified Solutions Associate (MCSA): Windows Server 2012 certification.
- MikroTik Certified Network Associate (MTCNA).
- MikroTik Certified Routing Engineer (MTCRE).
- Customer Service Excellence certification under the institute of "bd Jobs.com".
- Cambium Certification Training (cnPilot).
- Certificate of Digital Security Essentials.
- Certificate of ICSI|CNSS Certified Network Security Specialist.
- Certificate of ESG01-Barracuda Email Security Gateway-Foundation.
- Fortinet's Network Security Expert certification (NSE 1).
- Fortinet's Network Security Expert certification (NSE 2).
- Certificate of Advance EPON Solutions with BDCOM.
- Certificate of FTTx with BDCOM EPON Solution.
- Certificate of BDCOM Network Management System.
- Certificate of BDCOM Wireless Products & Solutions.
- Certificate of Troubleshooting in Computer Security.
- Certificate of Troubleshooting in Internet Connection.
- Certificate of Troubleshooting in Operating System.
- GDG-Certificate of Fundamentals of Digital Marketing.
- Certificate of Microsoft Word Basics.
- Certificate of Microsoft Excel Basics.
- Certificate of Microsoft Power Point Basics.
- Certificate of Career Planning.
- Certificate of Google Analytics.
- Certificate of LinkedIn.
- Certificate of Management Learning.
- Certificate of National Portal Management.
- Certificate of Project Management.
- Certificate of Starting Your Company.
- Certificate of Startup & Entrepreneurship.
- Certificate of F-Commerce Business.
- Certificate of Personal Finance.
- Certificate of You Tubing.

### **Professional Courses Running:**

- Linux: Red Hat Certified Engineer (RHCE)
- MCSA: Enabling and Managing Office 365
- CISCO: Cybersecurity Essentials
- CCNA Cyber Ops.



## **Educational Qualifications and Certifications.**

### **Master of Science (M.Sc.) in Computer Science.**

University : Jahangirnagar University (JU).  
Department : Computer Science & Engineering (CSE)  
Passing Year : 2020  
Result (C.G.P.A) : 3.67 (out of 4).

### **Master of Business Administration (MBA)**

University : International Business Administration and Information  
System University (IBAISU).  
Department : Human Resource Management (HRM)  
Passing Year : 2016  
Result (C.G.P.A) : 3.17 (out of 4).

### **Bachelor of Science Engineering (B.Sc.Eng.)**

University : International Business Administration and Information  
System University (IBAISU).  
Department : Electrical & Electronic Engineering (EEE)  
Passing Year : 2014  
Result (C.G.P.A) : 3.35 (out of 4).

### **Diploma in Engineering**

Institute : Dhaka Polytechnic Institute (DPI).  
Board : Bangladesh Technical Education Board  
Department : Computer Technology.  
Passing Year : 2009  
Result (C.G.P.A) : 3.06 (out of 4).

### **Secondary School Certificate (S.S.C)**

Institution : Gournadi Pailot Secondary School  
Board : Barisal  
Group : Commerce  
Passing Year : 2005  
Result (G.P.A) : 3.88 (out of 5)

## **Personal Details:**

Name : Md. Suman Sarder  
Fathers Name : Late Md. Selim Sarder  
Mothers Name : Mrs. Jahanara Begum  
Present Address : House # 175 (1<sup>st</sup> Floor), Flat# 2B, R#03, Block: C,  
Eastern Housing, Mirpur, Dhaka-1216.  
Permanent Address : Village-Uttar Bojoypur, P.O.-Gournadi, P.S. - Gournadi,  
Dist. - Barisal.  
Date of Birth : 07/04/1989  
Age : 32 years 2 months 21 days (Dated of 28.06.2021).

Marital status : Married  
Religion : Islam  
Caste : Sunni  
Height : 5 Feet 3 Inch  
Nationality : Bangladeshi (By Birth)  
Blood Group : O <sup>+</sup> (ve)

**Language proficiency:**

Bengali: Native Language.

English: Average in reading, writing & speaking.

**References:**

1. Professor Mohammad Zahidur Rahman, PhD  
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Md. Suman Sarder