**CV** of



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**Professional Summary**

* Visionary and solutions-oriented Senior IT Leader with 14 years of experience in the IT industry especially related to Enterprise IT Architecture, Cloud Solution, System Analysis, Business Related Strategic Management, IT Resource and Infrastructure and Project Management
* Spent last 4 years building and maintaining a Global IT Department in 6 countries (Vietnam, Hong Kong, Ethiopia, Jordan, UAE, Bangladesh)

**Areas of Expertise**

**Management Expertise**

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| --- | --- |
| * IT Management * Budget / Financial Management * IT and Corporate Governance * ITIL, SOX * Audit & Risk Management   **Technology Expertise** | * Team Building & Development * Strategic & Tactical Planning * IT/Business Alignment * Project Portfolio Management * Cost Control & Optimization |

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| --- | --- | --- |
| * Systems Integration/Implementation * E-Commerce Strategy and Delivery * Virtualization / Cloud Computing * Database and Warehousing * ERP/CRM |  | * Technical Infrastructure * Help Desk/Client Services Operations * Business Continuity / Disaster Recovery Initiatives * Mainframe systems and web-based development |

**Working Experience:**

1. **Name of the Organization:** Epic Group **Website:** [www.epichk.com](http://www.epichk.com)

* **Designation:** AVP & Group Head of IT Service Delivery & Support **Duration:** From 1st July’19 to till now
* **Designation:** GM & Head of IT Infrastructure **Duration:** From Apr’16 to June’19

Duty & Responsibility:

**Strategy and Planning**

* Identify technology trends and evolving social behavior that may support or impede the success of the business
* Evaluate and identify appropriate technology platforms for delivering the company’s services
* Lead strategic planning to achieve business goals by identifying and prioritizing development initiatives and setting timetables for the evaluation, development, and deployment of all system
* Direct development and execution of an enterprise-wide information security plan that protects the confidentiality, integrity, and availability of the company’s data and servers

**IT Security**

* Developed and Implemented Information Security Policies and Procedures
* Coordinated and validate periodic 3rd party vulnerability and penetration testing
* Implemented periodic review of access controls and developed company-wide Risk Register

**IT Audit & Risk Management**

* Performed operational and financial integrated IT audits and pre- and post-implementation reviews.
* Helpdesk establish annual audit plan for core competency areas using risk assessment methodology.
* Reviewed systems for adequate management controls, efficiency, and compliance with policies, regulations, and accounting principles. Made recommendations when necessary
* Created flowcharts to document business systems and processes for IT audit reports.
* Improve overall IT Risk & Control awareness of IT staffs and Coordinate internal and external audit, and regulatory assessments

**IT Network**

* Establishes network specifications by conferring with users; analyzing workflow, access, information, and security requirements; designing router administration, including interface configuration and routing protocols
* Secures network by developing network access, monitoring, control, and evaluation, maintaining documentation

**IT Systems**

* Analyze and troubleshoot on an advanced level, performance of SAN-backed VMware ESX infrastructure to determine proper allocation of resources to a multi-department user population with widely varying needs
* Administering, defining and maintaining V-Center, VMware System, Windows Active Directory Services, DNS, DHCP

**IT Help Desk Administration**

* Interacts with internal department on all levels to help resolve IT-related issues and provides answers in a timely manner

**Operational Management**

* Ensure company technical problems are resolved in a timely and cost-effective manner
* Monitor technology projects for adherence to governance policies and processes
* Develop technology MIS reporting (e.g. KRI, operational KPI, Control Dashboard)

**Achievements:**

* API Integration with SAP (Big Data Analysis, Integration between SAP & CIMS application system)
* Reduced Operation & licensing cost of Lotus Mail service across the group by implementing Office 365 as well as cloud Based DR Solution for around 40k employees globally including 2500 desk employees.
* Implemented RFID Solution for tracking finished product from Central warehouse which reduced risk.
* Drawn up SLA (Service level agreement) and Operation (OLA) for Sustainable business growth.
* Implemented Helpdesk Ticketing system to ensure 100% IT Support with accountability & transparency
* Updated the IT Policy & implemented entire Epic Group & trained the IT team for better service.
* Designed Disaster Recovery process and implemented by dint of Data pipe consulting company
* Conducted internal IT Audit twice in a year to know the Gap in system & operation process.
* Set specific KPI for the IT team, regular follow up of the work & evaluating performance.
* Prepared IT Security Matrix based on Group IT Policy for entire group to enhance security.
* Implemented Threat control system to Identifying Potential Security Threats on global perspective.
* Organized Security Awareness building program by IT team for end user’s
* Implemented Data loss prevention system (DLP) which can keep company data in a secured manner.
* Assisting HR department during recruitment & selection of new team member in IT team.
* Preparing IT budget, sourcing, purchase of equipment & monitoring proper disbursement of budget.
* Plan, design & implemented IT Infrastructure at EPIC Ethiopia and Jordan factory to meet buyers’ need
* Established Redundancy Network connectivity among the factories of EPICBD to get uninterrupted network connectivity for business communication during the business hour.
* Restructure IT Server Room for CIPL and EGMCL-AEPZ which is ISO Standard

1. **Name of the Organization:** Samsung India Electronics Pvt. Ltd. **Website:** [www.samsung.com](http://www.samsung.com)

**Designation:** Head of MIS & IT (Bangladesh) **Duration:** From Sep’14 to Mar’16

Duty & Responsibility:

• Develop strategic partnership with internal and external entities to maintain highest standards of customer satisfaction and service levels  
• Define and document overall systems architecture according to business strategy and industry standards  
• Lead and direct the development and implementation of IT Infrastructure and Operations roadmap (ERP, Infrastructure, Business intelligence, analytics, CRM, Loyalty, Marketing, Innovations…etc) with a yearly plan in collaboration and alignment with all BU's and IT functions to enable overall business strategy and fulfill its technology requirements  
• Manage complex projects such as ERP, CRM, Cloud solutions and E-commerce through implementing standard project management processes in coordination with business team and system integrators to ensure deliverables are in alignment with strategic organizational goals  
• Provide direction to the Infrastructure and Operation team to ensure effective establishment and maintenance of a scalable standards and agile IT Infrastructure including ERP, Cloud, Network, Data Center, POS, Mobility, Servers, Storages,… to meet the emerging and changing business requirements in term of capacity, performance and disaster recovery with proper balance between service availability and cost as well as optimizing the quality of service and maximizing end-users' IT literacy in the service delivery area, .  
• Provide direction to the business applications team to ensure the Ensure digital transformation and agility in business process improvement while advising on emerging technological trends and state-of-the-art solutions (ERP, Analytics, Loyalty, E-commerce, Marketing Automation,) that can effectively uplift the customer in-store and digital experience and support strategic initiatives  
  
**Achievements:**

* Initiated Distribution Management System (DMS) to track the sell in and sell out from manufacturing units to retailer’s door & Data Loss Prevention (DLP) system to ensure data security
* Introduced Auto IME Activation system developed by Samsung SDS Team to get the accuracy in time of product sell & conducted IT audit twice a year
* Inaugurated SMART DOSE application for sales team to trace the route as well as monitor sells force through geographic analysis



3. **Name of the Organization:** CEAT Bangladesh Ltd. **Website:** [www.ceat.com](http://www.ceat.com)

**Designation:** Head of Information Technology  **Duration:** From Dec’12 to Sep’14

Duty & Responsibility:

* Administering systems and servers related to LAN and WAN including IP assignment and management
* Manage network operations and including resource management for file, print, internet browsing, proxy, etc.
* Budget and plan to manage and implement IT infrastructure projects and upgrades to meet organizational goals
* To carry out periodic restoration drills for ensuring no loss of data. Designs network infrastructure (physical and virtual) for the purpose of ensuring effective and efficient performance of all business IT applications
* Perform other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the IT infrastructure
* Management of the internal and outsourced workforce engaged in maintenance of IT infrastructure

**Achievements:**

* Introduced SAP in CEAT, working with the solution partner Yash Technology and Implemented SAP Sales & Distribution (SD) & Material Management (MM) Module to track the inventory
* Implemented Cloud solution for 150 users in CEAT which helped the company to save 1 million BDT

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4. **Name of the Organization:** IDLC Finance Ltd. **Website:** [www.idlc.com](http://www.idlc.com)

**Designation:** Manager -IT **Duration:** From June’10 to Nov’12

Duty & Responsibility:

* Microsoft Lync, Active directory and Exchange and other servers monitoring & maintenance
* Install new / rebuild existing servers and configure according to project/operational requirements
* Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes
* Planning and implementing future it developments and undertaking project work
* Troubleshoot vendor connectivity problem for smooth network operation

**Achievement:**

* Implemented Core Banking Solution (Flex cube) ERP system which helped company to strengthen the business process.
* Designed & devised HRIS system which brings automation in attendance system and used for tracking & monitoring employee attendance, payroll management, personal management etc which ultimately made the evaluation process more visible and clearer

Banglalink_logo

5. **Name of the Organization:** Banglalink **Website:** [www.banglalink.net](https://www.banglalink.net)

**Designation:** System Administrator **Duration:** From Jan’06 to May’10

Duty & Responsibility:

* Administrated and maintained the group of Windows 2008 high availability servers ensuring uptime, applications & operating system patches, maintenance releases, applying appropriate security policies, Group Policy Objects (GPO), and performing backup and recovery duties. Maintained & monitored events & user's log.

**Achievement:**

* Implemented secured single forest tree structure in AD Server and customer service solution using token tracking, redundant power facilities by dint of generate, Online UPS to ameliorate the backup capacity in regional office as well as IP telephony system with HQ

**Academic Qualification:**

* MSC in Computer Science & Engineering from East West University
* MBA in Human Resources Management from Victoria University of Bangladesh
* BSc in Computer Science & Engineering from Darul Ihsan University

**Major Project Accomplishments**

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| --- | --- |
| * Office 365 Cloud Solution (Entire EPIC Group) | * API Integration with SAP (EPIC) |
| * Tire-3 Data Center (Epic -Vietnam, Jordan & Ethiopia) | * IT Operation Policy & Procedure (EPIC) * Production Control System( PCS) |
| * Threat Control System (EPIC) | * Ethiopia & Jordan IT Infrastructure (EPIC) |
| * Auto IMEI Activation System (Samsung) | * IT System & Network Design (EPIC) |
| * SAP SD & MM Rollout (CEAT) | * IT Security Design (Samsung) |
|  | * HRIS (CEAT) |

**Training:** Certified COBIT5 (From APMG, England), PMP, ITIL Foundation v3 (From TUV), ITIL Service Level Operation, ITIL Service Design, ITIL Continue Service Improvement, Certified IT Manager, BIM, Cloud Computing (From EXIN, Netherland) & (CISA and CISSP)

**Reference:** Will be given if required