**NURUL ISLAM**

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**PROFILE SUMMARY**

I am a passionate, highly motivated, result oriented and independent self-starter personnel with relevant experience and knowledge in the field of Information Technology. I contribute to add value in achieving business objectives independently and in a team environment by solving real world problems.

My 8 years of professional experience in execution and delivering solution in Networking, Virtualization, Infrastructure, Linux, Windows and Open source platform comes handy to me as I take on new challenges. My hands on experience with technical skill & knowledge leads me in planning, designing and implementing technology solutions. I am able to solve new problems or improve upon existing solutions in more efficient and effective ways.

**TECHNICAL SKILL**

* Linux RHEL/CentOS/Fedora/Ubuntu, Apache, LDAP, Nagios, Windows Server 2003/2008/212
* OpenStack, KVM, VMware vSphere ESXi, vCenter, NSX, XenServer, XenCenter, Cloud, Automation, SDN, VNF, Open vSwitch, vRouter, Load Balencer
* TCP/IP, LAN, WAN, RIPv2, OSPF, EIGRP, DHCP, ACL, NAT, TFTP, PPP, VLAN, VTP, STP
* AD, DNS, DHCP, FTP, HTTP, IIS, Firewall, MS Project , MS Visio, MS Office
* Dell, Intel, HP, Super Micro and Quanta Sever, Cisco/HP Switch/Arista, Cisco Router

**PROFESSIONAL EXPERIENCE**

**Intel Corporation, Chandler AZ** July 2015 to Present

System & Network Engineer

**Responsibilities**

* Provide solutions for automated deployment and support virtualization solutions for cloud, servers, applications, hardware, and network architecture
* Design, deploy and configure hypervisors, virtual networks and related software and hardware on VMware vSphere, KVM virtual infrastructure and OpenStack Platform.
* Provide support to install, configure and maintain virtual infrastructure & applications.
* Install OpenStack Juno, Kilo and Liberty on Centos, Fedora, RHEL, Ubuntu using PackStack and ansible.
* Install and configure SDN and VNF on ONP platform using DevStack and integrated with Open vSwitch and DPDK.
* Install Container & Kubernetes using ansible.
* Install, configure NSX, ESXi, vCenter & make setup ready to test VNF & application.
* Launch and configure Apache on OpenStack hypervisor and access to it from external network. Integrated VNF i.e. Brocade Virtual router and F5 Load Balancer.
* Setup lab and execute product proof of concept activity designed to prove out both the technology and the value the technology delivers.
* Maintain and Support network infrastructure of data center by managing servers, switches, PDU, KVM and cabling.
* Install and configure Cisco 2960, Arista 7280 and Extreme switch and backup the configuration.
* Create VLAN, allocate ports, assigned IP address, and configure trunk port with VLAN tagging.
* Use IXIA for traffic generation and Wireshark to capture & analysis packet. Use ipref tools to measures the bandwidth.
* Run Performance test on L2/L3 (STP, RSTP, RIP, OSPF, and DHCP) protocols with Ixia Automate test tools on switch platform.
* Install and configure Nagios for monitoring health and resource uses are optimum for switches, PDUs and servers in the datacenter.
* Deploy and administer LDAP in data center to provide centralize authentication and control the access of users and groups.
* Provide technical support to design, and implementation of releases, upgrades, or changes to server and virtualize systems.
* Troubleshoot, maintain, upgrade and provide solutions to hardware/software problems and incorporate newer technologies.
* Install memory, hard drive, CPU, NIC, update the driver and firmware version of Dell, Intel, HP, Super Micro and Quanta Sever.
* Write a python script to manage the data center server inventory. The script automatically run every week, pull data about Memory, CPU, Hard disk, mother board, NIC, network related information and update the inventory file.
* Write and modified some small script using python, perl and bash. Modified Nagios plugin to pull data from switch and PDU.
* Installed and configure ansible. Write few playbooks to add crontab, run script and deploy LDAP policy.

**Global Telegate, Toronto CA** Aug 2014 to Jun 2015

System Support Engineer

**Responsibilities**

* Establish stable and secured infrastructure of 200 Servers.
* Provide daily activities of installation, configuration, patching and managing Linux, Windows dedicated and virtual servers, Citrix XenServer 6.2 & 6.5, VMWare vSphere ESXi 5.5, Firewall, LAMP, DNS, NFS, Net Backup, Apache, IIS, FTP, IP Routing and Switching.
* Install, configure and troubleshoot applications based on the customers need.
* Resolve all IP related network issues to reduce waste and downtime while also ensuring client Service Level Agreements.
* Setup, cabling and maintenance of server, router and switch racks according to specific requirements.
* Ensuring thorough network documentation, including maintaining each account’s network matrix, backup configurations and network diagrams.
* Solid exposure to L2 and L3 Protocols
* Assisting with the deployment of hardware and software (including the installation, troubleshooting, and configuration and testing of basic hardware/software).
* Monitoring & support of system alerts, console messages, hardware, cabling and infrastructure issues.
* Logging and tracking activities in the ticketing system and troubleshooting customer’s problem.
* Check and test the data backup and disaster recovery on regular basis.

**Bronte College, Mississauga, CA** August 2013-July 2014

System Support Specialist

**Responsibilities**

* Provide technical support for teacher, staff and students (Mac and Windows environment) and troubleshoot hardware and software including A/V equipment.
* Maintain the existing school’s Windows and Linux systems; Install new updates and patches to all systems to maintain system operation.
* Manage AD, creating and managing user accounts, groups and access levels.
* Setup and configure complex wireless networking that supports secured access.
* Responsible for responding and resolving hardware/software issues.
* Responsible for assisting System administrator in areas of design, configuration, testing, and implementation of IT solutions.
* Integrating new technologies with existing systems. Review the school’s systems and provide recommendations for improvement.
* Implement the special project of virtualizing the existing Windows and Linux base server using VMWare ESXi platform.
* Install, configure, and troubleshoot of Microsoft Windows XP/7/8, Mac OS, Windows Servers 2003/2008, Linux (Centos 6.0/6.3, Ubuntu 9.10)
* Design and implement test plans including backup, disaster recovery and hardware implementation. Test, evaluate and recommend new software and hardware.

**Prime TEL Corporation, Toronto CA** Oct 2012 to Jul 2013

System Support Engineer

**Responsibilities**

* Provide support for managing all Network, Server, Applications and the Service Desk
* Maintain & manage servers and virtual environments such as VMware & Hyper-V.
* Setup and upgrade hardware parts of server HP Proliant DL series, Dell 1950, and R610, racked the server, powered, cabled and labeled the network cable.
* Install, configure, and troubleshoot of Microsoft Windows Server 2003 & 2008, Linux Centos 5.x/6.x including downloads software updates and patches.
* Install, configure, and maintaine of Cisco Switches and Routers
* Setup wireless LAN Access points, resolve connectivity issues with Cisco, Linksys and Netgear routers.
* Design, install, configure, and maintaine of LAN Network infrastructure including troubleshooting network and network performance issues
* Monitor and maintain the performance network, CPU and memory and allocated resource.

**Celestica, Toronto CA** Aug 2011 to Sept 2012

Technical Support Analyst

**Responsibilities**

* Provide support in troubleshooting user problems relating to OS issues, network connectivity, TCP/IP configuration, hardware, software, printer problems & internet.
* Support various applications including: MS Outlook, MS Office, Networking, XP/7, LAN/WAN, TCP/IP, connectivity, general hardware as well as proprietary applications used by clients
* Provide support in exchange and active directory for creating user/computer account, setting user rights and permission, disabling and enabling accounts, setting file and folder permissions
* Install, configure, and supporte of VMware ESXi servers and vCenter. Create/Manage virtual machines (VM) and create template/images to deploy VMs.
* Install and configure of Centos 5/6 servers and Ubuntu 11x & 12x Servers
* Troubleshoot network issues including MAC address, TCP/IP issues, DHCP issues, VPN issues, DNS, and network performance issues.
* Coordinate and execute change activities such as Install, Move, Add and Change process.

**DhakaSoft, Toronto CA** May 2011 to Jul 2011

IT Support Technician

**Responsibilities**

* Provide technical support for desktop, server, and network environments Provided reliable first level IT services through telephone, desk-side visit and email
* Diagnose and resolved hardware, software and network connectivity issues. Rolled out desktop PCs and Laptop as needed
* Provide support in daily backup, virus scan and system checkup on server
* Perform installation and configuration of hardware, operating system and supporting software as per company policy and guidelines
* Install, configure, and troubleshoot of Microsoft Windows XP/Vista/7, Windows Servers 2003/2008, Linux (Centos 5.0/5.3, Ubuntu 9.10, Fedora 10)
* Install and configure VMware Workstation 6.0/6.5/7.0
* Setup and troubleshot computer hardware and software
* Provided support to configure, install, image desktop and laptops for new users

**DhakaSoft, Toronto CA** May 2009 to Jul 2009

Intern IT Support

**Responsibilities**

* Provide functional and technical support, troubleshooting and diagnoses of hardware & software problems, including desktop, laptop, LAN, and remote systems.
* Deploy and configure PCs, Laptops, Printers and Scanners.
* Installation and troubleshooting of Windows XP/VISTA and Windows 7.
* Installation and configuration of Windows server 2003 and 2008.
* Update the inventory by putting asset tag in every network devices and providing entry in the database system

**EDUCATION**

Bachelor of Applied Science-Computer and Communication Networking, Centennial College, Toronto, ON Canada (Sept 2007-April 2011)

**PROJECT DEPLOY AND MANAGE**

Successfully implement multiples projects by providing the deliverables in timely manner. Few of them are, design and implement LDAP server to provide the central authentication and secure network, Nagios server for monitoring date center infrastructure and write and deploy python script for server inventory management in two data center environment.

**CERTIFICATION**

* MCTS of Windows 7 Configuration, certified on 1st April, 2011-MC 8201223
* MCTS of Windows Server 2008, AD Configuration, certified on June 26, 2011
* CCNA in Progress

**RECOGNITION**

Awarded “Star Certificate of Excellence” from HCL for Delivery Excellence