



MOHAMMED AZAD HOSSEN

IT ENGINEER

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CERTIFICATION

Az-900
Microsoft Azure Fundamentals
May, 2020-May, 2022

Az-103
Azure Administrator – Associate
March, 2020 – March, 2022

70-740, 70-741
MCSA (Windows Server 2016)
April, 2019 – April, 2021

200-125
CCNA (Routing & Switching)
Nov. 2018 – Nov. 2021

SKILLS

- SERVER 2012/2016
- CLOUD INFRASTRUCTURE
- CLOUD MIGRATION
- LINUX OS
- WINDOWS 10, MAC OS
- MICROSOFT OFFICE 365
- PROJECT MANAGEMENT
- VMWARE, HYPER-V
- NETWORK DESIGN
- PROTOCOL SUITE
- ITSM-SERVICE NOW
- SOLVE INCIDENT
- MICROSOFT VISIO
- ROOT CAUSE ANALYSIS

LANGUAGE

English-Fluent
Danish-Intermediate
Bengali-Native Speaker
Hindi/Urdu-Fluent

PROFILE

A consummate and analytical IT engineer offering years of experience in end user support, system administration, networking support, datacenter operation, cloud infrastructure, cloud migration and project management. Adept at assessing needs, defining requirements and executing value added technical solutions that streamline and improve operation efficiency. Noted for utilizing out of box techniques in developing innovative that drive continuous process improvements across all IT operations ensuring they are seamless transparent and efficient. Known as a natural leader with unrivaled skills in communications, problem solving and a strong commitment to the highest levels of service. Now seeking a challenging position as an Technical Specialist in your dynamic company.

EDUCATION

M.Sc. in Radio & Mobile Communication Systems, University of Hertfordshire(uk)
Sept 2004 – December 2005

B.Sc. in Computer Science, University of Madras (India)
July 1998 to July 2002

EXPERIENCE

Technical Specialist-Datacenter Operations (HCL Technologies Limited, Denmark) 2019-Current

- 1st and 2nd line end user support for Biogen Data Center in Hillerød
- To provide and maintain a constant environment in all Biogen DC around the globe.
- Monitoring and administering APCs infrastructure management and system center (DCO, DCE)
- Configure and install network devices in onsite and remote locations
- To provide support for on call escalations and doing root cause analysis
- To resolve tickets within agreed SLA of ticket volume and time
- To maintain high login efficiency (Availability) for customers
- Monitoring and operating devices in DC (UPS, PDU, Opengear, cooler and fire alarm systems)
- Creating and updating diagrams, drawing schematics and documentation of Datacenter equipment to include serial numbers, asset tag, location (row, rack) etc.
- Documentation, incident, change work approvals via service now
- Work on value adding activities such as knowledge base update and self-development

Assistant Manager(JJ Ballerup Aps, Denmark) 2015-2019

- Manage and oversee the entire restaurant operation
- Work closely with Management to meet revenue objectives.
- Recruiting, Planning Employee Development & Motivate team
- Training and evaluate staff performance
- Estimate budget, forecast requirements

Manager (McDonalds Denmark, Copenhagen) 2012-2015

- Equipment Maintenance
- Constantly strive to achieve profit and sales goals while ensuring Compliance, safety and security regulations
- Ensure sales promotion
- Deliver superior customer services, respond question and complaints
- Control operational costs, minimize waste and inventory Management

IT System Administrator (Ctg. Telecom Services Ltd. BD) 2009-2010

- Network Planning, design, simulation, security patches and upgrades
- Setup and managed network, server, and workstation environment
- Maintaining adequate security to systems and networks
- New user setup, permission, Password and AD administration
- Maintains Data Server and performing daily backup.
- Diagnosing fault & Troubleshooting hardware, software, networking and system issues
- Configure, troubleshooting DNS, DHCP, Router, Switches, Firewall, Mail, Web and Print server
- Provided help desk and end-user support for hardware, software and Windows operating systems
- Documentation, Planning and Implementing future developments

EXPERIENCE

Key Account Manager (Grameenphone Ltd. Bangladesh)

2006-2009

- Activate SIM and VAS using CRM tool.
- Developed and implemented strategic initiatives designed to optimize the performance of key accounts
- Increased sales revenue through up-selling/cross-selling and applying customer-focused sales tactics
- Successfully established long-term customer partnership and strengthened CRM platform
- Facilitated on-site internal solution installation, repair, and maintenance
- Configure internet, mms, mail to Blackberry, lab top, mobile devices
- Oversaw the processing of billing documents such as invoices, credit and debit memos
- Handled the ticketing of all network issue to O&M

TECHNICAL HIGHLIGHTS

Installation, configuration, maintained of

- -Windows Server 2012/2016 and Hyper-V, VMware
- -AD DS, DNS, DHCP, WDS, NLB, WSUS, FSMO, RODC, IPAM, RSAT, DFS, DEDUPLICATION, VPN
- -Domain Controllers, Security Policies, Failover, Migration, Certificate issue, Radius Server
- -Direct Access, Backup and recovery AD DS, GPO
- -Remote Management Servers, access to Files & shares.

Azure Cloud

- Azure administrator, migration to cloud, load balancer, traffic management, Azure VPN, storage, Recovery Vault
- Azure AD, Subscription, Backup, Monitoring and analyzing , Azure Services, Maintaining subscription

Cisco Products

- -Network policy Infrastructure, LAN, WAN, Routers, Switches, IP addressing subnetting
- -BGP, RIPV2, EIGRP, ACL VLAN, TCP/IP protocol suite, NAT, Access Point, Firewall, Multilink
- -VOIP, Broadband, Fiber optic network, internet and client server architecture

Linux

- File System, Networking, System Updates, Send mail, Apache server, Disk Management, Performance

REFERENCES

Available upon request