MD. SHARWAT KABIR

188/3-B, Kakoli Road, Ahmednagar, Middle Paikpara, Mirpur-1, Dhaka
Mobile No: 01709992233, 01718766694
e-mail 1: sharwat.kabir@gmail.com, sharwat.kabir@sanofi.com

Linkedin Profile**:** in

Career Objective:

To obtain a creative and challenging position in a renowned organization that gives me an opportunity for self-improvement and leadership, while contributing to the symbolic growth of the organization with my technical, innovative and logical skills.

Industrial Exposure:

➢ **Sr. System Engineer (Team Lead) (February 20, 2019 - Continuing)**
Trust Solutions Private Limited *(Deputed to Sanofi Bangladesh Limited)*
Company Location: 6/2/A, Segun Bagicha, Dhaka-1000, Bangladesh
Department: ITS Infrastructure & Service Delivery

Started as **Support Desk Associate**, was responsible for the factory IT System (Infrastructure, network, Applications Support, and IT Security) as an IT In-charge for industrial site in Tongi, then transferred to Dhaka office as **System Support Engineer**, ITS Infrastructure & Service Delivery.

Present Duties/Responsibilities:

- Providing L1.5 support using ServiceNow Platform both for
  o Infrastructure (Cisco Router-Switches 2960XR/3850, Aruba Controller, HP Rack Servers, Network Printers & Scanners) and
  o Applications (Sanofi Local Applications & Global Applications).
- Delegating tasks to the team members and set deadlines.
- Monitoring team performance and reports on KPI metrics.
- Monitoring documentation of each & every End User Calls related to Support on ServiceNow Ticketing Platform documented by L1 Support Team & route them to other ITSM teams if required.
- Supporting 750+ users both Office & Remote by analyzing & understanding issues.
- Managing all IT Assets by ServiceNow Asset Management Module.
  o Updating into Inventory System while company purchases new devices.
  o Configuring the devices (i.e., Laptops, Desktops, Servers, Network/Standalone Printers, Network/Standalone Scanners, iPads, Mobiles and other IT appliances.)
  o Ensuring Data & Device Safety while users leaving company; Reconfiguring these & storing in ITS Stock updating the inventory.
  o Managing Device LCM (Life Cycle Management) as per company policy with the help of procurement & finance team.
  o Managing Device Ownerships as per company policy while device book value becomes null/zero.
  o Communicating with vendor for device warranty purposes.
  o Communicating with Service center for repair/servicing of devices.
- Performing daily UAM (User Access Management) related tasks
  o Creating & managing user ID.
  o Maintaining Distribution or Admin groups.
  o Enabling printer/folder sharing.
  o Managing security and backups.

- Monitoring ITS Infrastructure & supporting if required.
  - Managing CISCO Network Devices (Router 2900, Switch 3850, 2960XR).
  - Managing Servers (SCCM Server, Storage Servers, Print Server, Application Servers).
- Supporting and configuring Android Mobile, iPad, iPhone by MDM platform (AirWatch/Intune).
- Configuring client Device OS with Windows10 through SCCM Task Sequence Wizard
- Configuring server with Windows Server 2012 or 2016 as per requirements.
- Managing & Collaborating with Vendors for IT support where required.
- Supporting IP telephony, Microsoft Team, Zoom conference.

➢ **Support Desk Associate (September 1, 2017 – November 30, 2018)**

RS Corporations (*Deputed to Sanofi Bangladesh Limited*)
Company Location: Station Road, Tongi, Gazipur
Department: Information Technology & Security

Duties/Responsibilities:

- LAN & WAN monitoring & Administering.
- Active directory: (Creating & maintaining user accounts, computers, groups, resources etc.)
- Consultancy with clients about IT related issues for Backup Solutions, Network & Security issues.
- Different servers (Ex: File/Print, DHCP, Application, etc.) monitoring & maintenance.
- Network based CCTV and Access Control System implementation for the complete campus.
- Laptop, Desktop, Network Printer installation and maintenance.
- Attending conferences, and networking events for ITS Projects.
- Daily basis client support (IT related).

➢ **Digital Marketing Manager (December 1, 2016 - April 30, 2017)**

Technext Limited
Company Location: House 3, Road 2, Akhalia Ghat R/A, Sylhet
Department: Content Development

Duties/Responsibilities:

- Devising strategies to drive online traffic to the Themewagon website at Technext.
- Execution of SEO-optimized marketing copy using Google AdWords tool on a continuous.
- Execution of Social Media Marketing efforts, SEO outreach and link building.
- Continuous review on website traffics through Google Analytics and other online assets.
- Collaborate with designers and developers to improve the user experience of Themewagon website.
- Evaluating customer research, market conditions, and competitor data.
- Review new technologies and keep the company at the forefront of developments.

Educational Qualification:

- **Masters in IT (Fall Session 2018-19)** from IIT, University of Dhaka.
- **PGD in IT** from IICT, Shahjalal University of Science and Technology, Sylhet in 2017
- **B.Sc. in Mathematics** from Shahjalal University of Science and Technology, Sylhet in 2015
- **H.S.C. (Science)** from BCIC College, Dhaka Board in 2009
- **S.S.C. (Science)** from PDB High School, Bheramara, Kushtia, in 2007

Professional Certifications:

- *Google IT Support Professional* issued by Coursera
- *Networking in Google Cloud* issued by Coursera
- *Introduction to Cybersecurity* issued by Cisco
- *AWS Fundamentals: Going Cloud-Native* issued by Coursera
- *Cisco Certified Networking Associate (CCNA) v200-301* Issued by BITM

Key Projects Undertaken:

1. **Windows 10 Migration (Sanofi Bangladesh Ltd, Segun Bagicha, Dhaka)**
    Within this project all laptops configured with windows 7 was upgraded to windows 10.
    - o Managed important data backup of each users first.
    - o Prepared a temporary Laptop & provided to each user with his/her data during this migration.
    - o Created data backup into File server for each user both office & remote location.
    - o Received targeted laptops & migrated these to Windows 10 through SCCM.
    - o Once completed exchange the laptops with the temporary one.

2. **LAN Refreshment (Sanofi Bangladesh Ltd, Segun Bagicha, Dhaka)**
    Under this project, both physical and logical LAN topology was upgraded. All obsolete equipment related to LAN was also replaced by the new. Key Changes:
    - o Two Cisco L3 Core Switches were configured & installed.
    - o Stacking technology was applied to both L3 Switches (Cisco 3850) for redundancy.
    - o 10g supported Cisco L2 Access Switches (2960XR) were configured & installed.
    - o EtherChannel, Load Balancing, STP, ACL were applied between L3 & L2 switches.
    - o All copper CAT6 wires were replaced by the OM3 fiber.

3. **SCADALAN (Sanofi Bangladesh Ltd, Tongi, Gazipur)**
    This is a LAN setup for the SCADA System. Previous LAN network was divided into specific segments according to the uses and device types. Key Changes:
    - o Completed **LAN Refreshment** to ready the compatible setup for the SCADA System.
    - o Created VLANs according to devices and uses types.
    - o Implemented InterVLAN Routing Protocol to L3 Switches.
    - o Installed devices to their specific VLANs.

Profile Summary:

- Ability to manage cross functional teams with Service-oriented attitude.
- Flexible to change priorities quickly without confliction.
- Excellent report and status writing skills; including creation of service reports and templates, procedures and Key Performance Indicators (KPI's).
- Comfort in dealing with a distributed IT organization across multiple domains, languages and cultures.
- Excellent systematic problem-solving skills, ability to think "outside the box" and understand complex technical problems.
- Excellent soft skills and the ability to encourage communication across groups.
- Ability to work independently and solve problems in a timely and professional manner.
- Ability to work independently or on a team and deliver quality services, or results.

Achievements:

- Earned *Distinction A* Grade in PGD-IT.
- Earned *Golden A+* in SSC.

Extra-Curricular Activities:

- **Former President** of Sonchalon SUST- a Blood Donors Organization in SUST, Sylhet.

Personal Details:

Name	: Md. Sharwat Kabir
Father's Name	: Md. Shahaul Kabir
Mother's Name	: Mst. Sultana Razia
Date of Birth	: 31-12-1992
Marital Status	: Married
Blood Group	: A+
National ID No	: 8686716724
Address	: 188/3-B, Kakoli Road, Ahmednagar, Middle Paikpara, Mirpur-1, Dhaka

References:

Md. Abir Uddin
ITS Service Delivery Manager,
Sanofi Bangladesh Limited,
Cell: +8801709992161
Email: abir.uddin@sanofi.com

Mr. Rezaul Karim
Sr. Manager, ITS-BP
Sanofi Bangladesh Limited,
Cell: +8801709992071
Email: rezaul.karim@sanofi.com

Declaration:

I, the undersigned declare that all the information given above is true. I am always ready to show the necessary evidence or papers as required certifying those.

Signature: