

# Mahmud Al Ashiq

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## Summary

Experienced IT professional specializing in server administration, virtualization, backup, and IT Support. Proven ability to troubleshoot hardware/software issues and ensure smooth IT operations. In anything I accomplish, I try to do it to the best of my ability. I'm committed to finishing tasks on schedule.

## Technical Skills

- **Languages:** Python, PHP
- **Servers & Virtualization:** HPE ProLiant DL380, VMware ESXi, Windows Server 2025, Linux (CentOS)
- **Networking & Security:** DNS, DHCP, NTP, SAN Zoning, ISP Link Monitoring
- **Backup & Recovery:** Commvault APIs, VM Failover Automation
- **Database Management:** MySQL, MongoDB
- **Tools & Technologies:** Git, Linux, ServiceNow, ManageEngine, Winbox

## Professional Experience

1. **IT Infra Operations & Security Apprentice, Giga Tech Limited, Jul 2025- Present**
  - Administered HPE ProLiant DL380 servers, VMware ESXi, and Windows/Linux VMs.
  - Configured NTP, DNS, DHCP, and SAN zoning to ensure secure, high-performance systems.
  - Automated VM failover and recovery with Commvault APIs and custom Python scripts.
  - Developed and maintained system documentation to support operations.
2. **IT Operations Support Intern, Daraz (Alibaba Group), Oct 2024- Jan 2025**
  - Provided technical help to employees (remote and on-site), debugging hardware and software issues.
  - Supported IT asset management, including maintenance of laptops, desktops, printers, barcode scanners.
  - Managed IT tickets and resolved support requests promptly, maintaining SLAs.
  - Monitored and managed network infrastructure (Wi-Fi, ISP links, LAN).

## Projects

1. **Disaster Recovery (DR) of Unified SCADA System [Giga Tech Limited]**
  - Installed and commissioned HPE ProLiant DL380 Gen10 Plus, HPE Alletra 9000 Storage, HPE MSL Tape Library, and HPE SAN Switch.
  - Deployed ESXi, vCenter, Windows Server, and Linux Server environments.
  - Configured HPE Alletra 9000 Storage and integrated with HPE GreenLake Cloud.
  - Added servers and storage into HPE InfoSight for monitoring and predictive analytics.
  - Implemented Commvault backup for data protection and disaster recovery readiness.
2. **OS Deployment [Daraz]**
  - Played a pivotal role in preparing 750 laptops for Daraz's largest annual campaign, 11.11, in 2 weeks.
  - Installed operating systems and configured essential software to ensure campaign preparation.
  - Contributed to the smooth execution of the campaign by ensuring all devices were operational.
3. **Enterprise Mail Migration [Daraz]**
  - Contributed to Daraz's successful migration from Google's mail server to Alibaba's domain.
  - Manually migrated group email accounts, preserving communication history and settings.
  - Collaborated with the team to address technical challenges and ensure data integrity.
  - Played a key role in completing the project on time, aligning with organizational goals.

## Education

### American International University- Bangladesh [2021 – 2024]

Bachelor of Science in Computer Science and Engineering  
CGPA: **3.92** out of 4.00

### Govt. Tolaram College [2020]

Higher Secondary Certificate (HSC)  
GPA: **5.00** out of 5.00 | Group: Science

## Certifications & Achievements

1. [Oracle Cloud Infrastructure \(OCI\) Foundations Certification](#), Oracle, 2025
2. [IT Essentials: PC Hardware and Software](#), Cisco Network Academy, 2021
3. [AI, Machine Learning, and Deep Learning Research Program](#), Mahdy Research Academy, 2024
4. **AIUB Dean's Honorable Mention**-Spring 2023-24, Fall 2023-24, Spring 2022-23, Fall 2022-23, Spring 2021-22
5. **AIUB CS FEST 2024- ICT Olympiad Top 5**, 2024

## References

### Shaikh Abu Faisal

Assistant Manager  
IT Infra Operations & Security  
Beximco Computers Limited  
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### Md. Asraful Maola Tushar

Manager  
Network & Security  
Daraz (Alibaba Group)  
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