Mustaquim Ahmad
IT Engineer

📞 **+880 1627562313**

✉️ **mustaquimmahmad@gmail.com**

in **linkedin.com/in/mustaquimahmad**   ⬛ **github.com/mustaquim-ms**   ⬤ **mustaquim.medium.com**

📍 **South Pirerbagh, Mirpur, Dhaka, Bangladesh**

Results-driven IT Engineer with 8+ years in infrastructure management, cloud services, and enterprise technical support across corporate and project environments. Skilled in Azure, Intune, SCCM, MFA, and ITIL-based service delivery. Strong background in network administration, including LAN/WAN, VPN, firewall configuration, and monitoring tools like PRTG, MRTG, and Wireshark. Proven ability to lead teams, optimize systems, and drive business continuity through effective incident response and infrastructure planning.

Skills and Expertise

Core Skills: • Windows Server Administration (AD, DNS, DHCP, WSUS) • Azure AD & Intune deployment • Backup & disaster recovery planning • ITIL-based incident & change management • Automation scripting (PowerShell, Bash) • Network monitoring & troubleshooting • Asset & inventory management • End-to-end user support & training • Vendor coordination & process improvement • Vendor & stakeholder coordination • Technical training & knowledge transfer • Documentation & reporting • Strategic planning & process improvement • Team leadership & mentoring • Analytical thinking & decision making under pressure

Tools and Software Skills: • Microsoft 365 Suite (Outlook, SharePoint, Teams, Excel) • Windows OS (10, 11), Windows Server (2016–2022) • Linux OS (Ubuntu, CentOS) & Mac OS • Azure Active Directory, Conditional Access, MFA • Intune & Autopilot • SCCM / MECM • Network monitoring tools: PRTG, MRTG, Wireshark, Nmap • Backup solutions • Remote access tools: RDP, AnyDesk, TeamViewer • ServiceNow (ticketing & workflow) • IP-PBX systems, CCTV & biometric attendance systems • Automation tools: Power Automate (basic exposure) • Version control & collaboration tools (GitHub, SharePoint) • Tally Prime

Professional Experience

Information Technology Officer
Omnicare Diagnostic Ltd.

Jan 2025 - continue
Dhaka, Bangladesh

- Deliver Tier 1 & 2 support to 100+ end-users across departments, resolving hardware, software, and networking issues with a focus on minimizing downtime and ensuring operational efficiency.
- Manage full IT asset lifecycle for a dedicated division, overseeing procurement, inventory control, tagging, and compliance documentation for over 500+ devices.
- Coordinate vendor relationships, including collecting quotations, processing bills with admin tagging, and verifying payments with Finance, reducing procurement turnaround time by 30%.
- Administer MySoft, a Hospital Management Software systems, ensuring seamless functionality across billing, patient reporting, and sample documentation processes; led maintenance and user support initiatives.
- Managed product requisition and planning in Tally Prime, improving coordination with SCM and speeding approvals by 28%.
- Monitor and maintain IT infrastructure, including servers, EMR systems, POS systems, and network environments; contributed to upgrade rollouts and new system deployments to enhance reliability.
- Enforce data security with routine backups, endpoint protection, and privacy compliance.
- Coordinated with ISP vendors (e.g., LINK3, BDCOM, OneSky, MiMe) to manage dual WAN connectivity and troubleshoot external network issues.
- Seamlessly run the IT process for the health camp at corporate offices, ensuring uninterrupted operation of the HMS application, accurate local printing, and optimal remote support, while continuously enhancing the customer experience through innovative technological integrations and robust data management.

Technical Support Specialist - Corporate Support
1000fix Services Ltd.

Jan 2024 - July 2024
Dhaka, Bangladesh

- Delivered end-to-end support to Arla Foods' corporate and field teams, consistently resolving 95% of incidents within SLA, improving operational efficiency.
- Administered and optimized Microsoft Azure AD, SCCM, Intune, and MFA configurations to enhance user security and system reliability.
- Conducted proactive network monitoring using PRTG and MRTG, identifying and resolving network anomalies, reducing downtime incidents by 20%.
- Coordinated hardware lifecycle management, from procurement to deployment, ensuring 100% compliance with IT asset management policies.
- Partnered with internal IT teams and vendors on escalated technical projects, achieving improved system integration and faster resolution of critical incidents.

Professional Experience

Sr. IT Support Engineer
Entrust Global Ltd. / e-TEK Solutions

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Feb 2021 - Dec 2023
Dhaka, Bangladesh

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- Supported a critical G2G (Government-to-Government) project between the Government and UAE, resolving complex technical escalations via ServiceNow while maintaining a 90% first-call resolution rate and reducing ticket backlog by 25%.
- Led root cause analysis (RCA) on high-frequency incidents, implementing preventive measures that cut recurring issues by 30%.
- Delivered advanced support for hybrid infrastructure spanning on-premises servers and Azure cloud resources, optimizing both system uptime and security posture.
- Trained and mentored junior engineers in ITIL-compliant service management processes, driving measurable improvements in team efficiency and resolution times.
- Proactively analyzed system logs and performance metrics to identify and remove network bottlenecks, significantly boosting overall network reliability and performance.

IT Engineer
M/S Shahin International

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Dec 2017 - Dec 2020
Dhaka, Bangladesh

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- Maintained software and OS updates, improving security posture and system performance.
- Diagnosed and resolved hardware, software, and network issues, maintaining 98% system uptime.
- Delivered on-site and remote support, ensuring high user satisfaction and fast issue resolution.
- Monitored and analyzed network traffic and logs to proactively identify bottlenecks, reduce packet loss, and improve service availability.
- Created and maintained technical documentation, asset inventory, and change logs, supporting audits and knowledge sharing across IT teams.
- Supported CCTV systems, biometric attendance devices, and other IT peripherals, ensuring integration with core IT infrastructure.

Sr. Business Development Executive
M/S Shahin International

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Feb 2017 - Nov 2017
Dhaka, Bangladesh

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- Develop long-term strategic plan and organizational goals, aligning with a 3-year vision and achieving 85% goal attainment.
- Manage social media posts and ads for products, updating content regularly to engage customers, resulting n a 25% increase in online presence.
- Monitor facility condition and environmental performance, recommending and approving funding levels and spending plans with a 98% accuracy in resource allocation.
- Build and maintain successful relationships with clients and suppliers.

Assistant IT Engineer
GrameenPhone Ltd.

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Jan 2016 - Jan 2017
Dhaka, Bangladesh

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- Installed, configured, and troubleshot computer hardware and software.
- Assisted users with technical issues, maintaining a 90% satisfaction rate.
- Monitored system performance and identified potential problems proactively.

Educational Background

Bachelor of Science (BSc) in EEE
Major in Information Technology
University of Information Technology & Sciences

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May 2017
Dhaka, Bangladesh

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Certifications

- **MikroTik Certified Network Associate - MTCNA,** *Credential ID: UC-3ce00936-8bee-4492-8a79-115b9e7a1209*
- **CompTIA A+ 1000 Part 1 & 2 Certification,** *Credential ID: 23431372*
- **Google IT Support Professional Certification,** *Credential ID: XZBH7T6OJ6EZ*
- **Data Analysis and Visualization Foundations,** *Credential ID: 5PCWJJ5KCDXG*

I, hereby, declare that, all the information provided above is true and honest.

References are available on request.

Mustaquim Ahmad