



# NAYEM HOSSEN

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## ABOUT ME

Experienced and results-driven IT professional with **over 12 years** of expertise in managing complex IT infrastructures and regulatory-compliant systems within the pharmaceutical and FMCG sectors. Proven ability to lead cross-functional IT teams and oversee end-to-end system administration, including virtualization, data backup, network infrastructure, and enterprise applications. Demonstrated success in managing regulatory IT compliance ensuring robust data integrity, security, and lifecycle management across critical systems.

Skilled in CSV (Computerized System Validation) ensuring validated systems meet both regulatory and business requirements throughout the lifecycle. Adept at aligning IT strategies with organizational goals, managing IT budgets (CAPEX & OPEX), supporting Oracle EBS (ERP) and eQMS platforms, and driving continuous improvement through SOP development and audit readiness. Recognized for a hands-on leadership style, operational excellence, and delivering sustainable, compliant IT solutions in highly regulated environments.

## WORKING EXPERIENCES

- ❖ **Deputy Manager, IT Infrastructure & Operations**  
**DBL Pharmaceuticals Limited (DBL Group)**  
20 Sep 2023 - Continuing

## KEY RESPONSIBILITIES:

- Administer and maintain VMware virtualization, Veeam backup systems, HPLC servers, NTP server, NTI system, HRIS, Access Control System, BMS, and other computerized and standalone systems at **DBL Pharmaceuticals Ltd.**
- Oversee the administration, integration, review, modification, upgrading, and support of all computerized systems to ensure optimal performance and compliance.
- Manage the **MasterControl Electronic Quality Management System (eQMS)**, including user access, troubleshooting, and configuration in alignment with organizational and regulatory requirements.
- Lead and supervise the IT team, fostering collaboration and ensuring operational efficiency within the department.
- Manage data center infrastructure and network systems (LAN/Wi-Fi) across the DBL Pharmaceuticals plant, including installation, configuration, and performance monitoring.
- Implement and maintain strong IT security protocols; manage regular data backups to ensure data lifecycle integrity and protection.
- Provide technical support for IT services, networks, and infrastructure; troubleshoot and resolve issues to minimize downtime.
- Collaborate with the central IT team for procurement, deployment, and maintenance of IT infrastructure and software.
- Develop, review, and maintain SOPs to ensure compliance with applicable regulatory standards.
- Ensure compliance with regulatory IT requirements, including 21 CFR Part 11, EU GMP Annex 11, and WHO guidelines.
- Prepare and manage annual IT budgets, including CAPEX and OPEX; develop budget proposals for management approval.

- Responsible for managing IT-related CAPA, audits, investigations, change control (MOC), Action Items (AI), and other Quality Management System (QMS) activities.

**❖ Assistant Manager, IT**

**Baraka Group (One of the leading Power generation Company)**

24 Feb 2022 –19 Sep 2023

**KEY RESPONSIBILITIES:**

- Hold overall accountability for the management, development, and optimization of IT infrastructure and operations across Baraka Group.
- Ensure uninterrupted network connectivity and performance across power plants, factories, and corporate offices (BPL, BPPL, BSPL, KPL, BSL & BFL).
- Oversee network administration and IT project management across all business units.
- Manage and update company websites for all subsidiaries as needed, ensuring functionality and security.
- Administer Microsoft Office 365 suite, including Exchange (email), Teams, OneDrive, SharePoint, and Outlook.
- Lead the IT department and oversee IT financial planning, including CAPEX and OPEX budgeting and control.
- Handle end-to-end IT procurement for hardware and accessories such as laptops, desktops, printers, UPS systems, cameras, and related peripherals.
- Coordinate with vendors for a wide range of IT services and systems including internet services, Tally, CDBL, HRIS, inventory management, attendance tracking, and surveillance systems.
- Plan, design, implement, and maintain the organization's IT infrastructure to ensure scalability, reliability, and efficiency.

**❖ Sr. Executive, ICT**

**Sailor by Epyllion group**

01 Nov 2017 – 23 Feb 2022

**KEY RESPONSIBILITIES:**

- Administration of Microsoft Office 365, overseeing SharePoint, Teams, OneDrive, Power BI
- Manage AWS infrastructure, including VPC, EC2, Security Groups, IAM, Snapshots, & backup
- Plan, install, and configure various network devices such as Cisco Switch, Router, Mikrotik, Access Point (Meraki) and Cyberoam Firewall management.
- Monitor network performance to ensure system availability and optimal functionality.
- Serve as the Administrator of Active Directory Domain Controller, implementing GPO, OU, and user management in accordance with company policies.
- Manage user attendance devices and ensure accurate data for payroll within the Sailor system.
- Install, configure, maintain, and troubleshoot software and hardware systems.
- Provide comprehensive IT support for corporate, factory, and all retail outlets.
- Conduct requirements analysis, plan, implement, configure, and network CCTV systems (DVR, NVR, IP Camera), ensuring proper backup and monitoring.
- Coordinate the development of ERP, understanding business needs, analysing workflows
- Coordinate CRM development & oversee other technical integrations as per business requirements.
- Manage E-commerce hosting and integration for seamless Sailor E-commerce operations.
- Install, configure, and maintain MS-SQL server for all Sailor retail outlets.
- Administration, regularly maintenance, upgradation & ensure regular data backup the Sailor POS (Mediasoft Cloud POS) system to ensure uninterrupted retail operations.

**❖ Executive, IT & MIS**

**Bay Emporium Limited (Sister Concern of Bay Group)**

01 April 2013 – 26 October 2017

## **KEY RESPONSIBILITIES:**

- Maintain and back up the POS system to ensure smooth retail operations.
- Set up and manage network devices for all retail outlets.
- Administer Active Directory, File Server, and Cyberoam Firewall.
- Provide IT support to corporate, factory, and retail locations.
- Manage MikroTik routers, CCTV, NVR/DVR, and Access Control systems.
- Handle IT issues related to desktops, laptops, and printers.
- Plan IT budgets and procure hardware/software as needed.
- Maintain Mail, Web, File, and ERP servers.
- Ensure data security for 300+ users using Kaspersky Antivirus.
- Prepare MIS reports and support data analysis for management.

## **AREAS OF EXPERTISE**

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| <ul style="list-style-type: none"><li>✓ Server administration</li><li>✓ Microsoft Office 365</li><li>✓ VMware &amp; Storage</li><li>✓ System Administrator</li><li>✓ SOP implementation</li><li>✓ Networking (LAN, WAN)</li><li>✓ IT Compliances</li></ul> | <ul style="list-style-type: none"><li>✓ Cloud architect (AWS &amp; Azure)</li><li>✓ ERP Implementation</li><li>✓ Data Backup Management</li><li>✓ POS System for retail Business</li><li>✓ Quality Management System (eQMS)</li><li>✓ IT Budget (CAPEX &amp; OPEX)</li><li>✓ Computer System Validation (CSV)</li></ul> |
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## **TRAINING & CERTIFICATIONS**

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### **My certifications from various vendors include:**

1. Cisco Certified Network Associate (CCNA)
2. MikroTik Certified Network Associate (MTCNA)
3. MikroTik Certified Security Engineer (MTCSE)

### **I've completed several professional courses include:**

1. Microsoft Certified Solutions Associate (MCSA)
2. AWS Certified Solutions Architect – Associate (SAA)
3. AWS Certified SysOps Administrator – Associate (SOA)
4. Linux System & Network Administration (RHCE)
5. Fortinet Network Security Professional (NSE-4)
6. Data Backup & Recovery Solution

## **ACADEMIC RECORD**

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### **M.Sc. in Computer Science Eng.**

Jahangirnagar University

CGPA:3.69 out of 4

### **B.Sc. in Electronics & Telecommunication Eng.**

Daffodil International University

CGPA:3.34 out of 4

## **REFERENCE**

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Md. Saiful Islam Chowdhury  
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