

Technical Skills

Professional Certification: CCNA, MCSA, CompTIA Security +, ITIL

Visualization Tools: Power BI

Other Skills: Active Directory | Service Now | Zoho (Patch Management) | MS O365 | MDM | Intune | Veritas Backup

Experience/Projects

Yusen Logistics Bangladesh Ltd.

February 2018 – January 2024

Deputy Manager, IT

Dhaka, Bangladesh

- Deploy the Fortinet 60D firewall, configure it, maintain it, monitor it, patch updates, etc.
- Configure the CISCO switch and create a VLAN for the department.
- Configure GlobalProtect VPN/FortiClient VPN for remote users.
- Manage, configure, and monitor Trend Micro Antivirus and XDR.
- Install, configure, and maintain ManageEngine Patch Manager with DS (Distribution Server).
- Windows Server Update Services (WSUS) configure and download Microsoft updated patches and push them to the end user's machine.
- The GSOC team member for the local office.
- Install and configure SPLUNK for servers.
- Data Center (Hardware Installation & Maintenance, Troubleshooting & Repair, Monitoring & Maintenance, Cabling & Connectivity, Security & Compliance, Documentation, Collaboration)
- Active Directory maintenance.
- Accessing ServiceNow
- Create a user's email or group ID using the GIMS portal.
- Microsoft Office 365 (Outlook, Excel, Word, PowerPoint, SharePoint, OneDrive, OneNote, Skype for Business, Power BI, Teams, and Forms) is configured for the users.
- Arrange users basic IT training with <https://www.proofpoint.com/>.
- The branch office is deploying Zscaler (ZIA/ZPA) for all users.
- Set up the data backup software (Veritas) or Synology for data backup.
- Install, configure, and maintain biometric devices for user attendance.
- I am an expert in setting up a new office, complete with all the necessary facilities such as a LAN connection, server rack, AC, fire alarm, and online UPS.
- Configure Intune on iPhones and Android phones to access O365.
- Provide training on Microsoft Office 365 to the users.
- We are planning a workshop to raise security awareness among the company's users.

National Collage of Ireland

Master's in Cybersecurity

Jan 2024 – Jan 2025

Dublin, Ireland

Technical Skills

Data Center Support Engineer

Sep 2024- present 8 mos (County Dublin)

Tech Domain. Freelance

- **Monitoring and Maintenance:** Ensure the data center's infrastructure, including power, cooling, and network systems, is running smoothly and efficiently.
- **Server Management:** Install, configure, and maintain servers, storage systems, and other equipment.
- **Troubleshooting:** Identify and resolve technical issues, such as hardware failures or network connectivity problems.
- **Security:** Implement and enforce security measures to protect the data center and its assets.
- **Upgrades and Migrations:** Plan and execute upgrades and migrations of hardware and software systems.

Personal Projects/Awards & Achievements

Migration: SDWAN, Zscaler, Fortiget, Patch Management
Education

January 2023 - December 2024