



AHMED REJA

Sr. System Engineer

Date of Birth: 15-10-1989

Marital Status: Married.

Religion: Islam.

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About Me

Creative and proactive System Engineer with over eight years of experience in IT systems and software applications in computer systems. Performs job with active listening, determination and positive attitude to hard work. Highly proficient in maintaining UNIX, Linux, and Windows-based operating systems and application software. Proficient in different problem-solving skills with the ability to resolve difficult technical issues maintaining SLAs.

Core Skills

- Design and maintain enterprise service and storage systems
- Manages and controls all installed systems and equipment for the firm to ensure compliance with company policies and standard operating procedures (SOP).
- Provide technical support on a routine basis
- Work closely with the research and development team for innovating technology products
- Office 365 management.
- Strengthen security solutions for computer systems
- Evaluates current systems and give technical guidance to IT support personnel.
- Ability to manage projects and a team of engineers
- Linux server Administration.
- Maintain, repair, and upgrade computer systems network
- Purchase serve hardware and software products as required
- IT Inventory management system
- Worked closely with software developers and selected appropriate design solutions
- Executes warranty and support tasks.
- Printer and scanner preventive management
- Ip phone and call center IVR implementation
- Attendance machine setup, configuration, user data management.
- CCTV, IP camera implementation.
- Analyze and resolve complex network problems for end users
- Active and passive network management
- Maintain confidentiality of sensitive and secret information
- Different network router, switch, firewall configuration.
- Cloud server maintenance, configuration
- ERP implementation and training.
- Web application firewall management.

Industry Experience (8 Years +)

Dekko ISHO Group | Sr. System Engineering

September, 2019 – Present

Key responsibilities:

- Tested new and existing software applications.
- Performed follow-ups and ensured complete solutions of problems.
- Identified, documented, and automated engineering processes.
- Worked closely with software developers and selected appropriate design solutions.
- Provided support and technical guidance for the system.
- Identified hardware and software components according to project requirements.
- Provide day to day hardware and network support to head office, and different project users including higher management.
- Full IT setup for new project network active, passive and preparing IT budget.
- Cloud server (DigitalOcean) configuration and maintenance as per developers requirements in Linux platform.
- Office365, outlook, teams management.
- End-point antivirus management. (TrendMicro).
- Web Application Firewall management.(CloudFlare).
- Call center-IVR setup and maintenance.
- Communication with vendors for smooth operations.
- Inventory and different domain management.
- New IT products requirement analysis with sourcing.
- Inhouse ERP implementation with user training.
- Head office, factory, showroom network monitoring and troubleshooting.

Envoy Group | Executive, IT.

June, 2015 – August, 2019

Key responsibilities:

- Level I support (remote/onsite), maintenance and resolution of hardware and software issues related to end-user desktops/laptops, servers, printers and other network issues within the organization.
- Experience with Windows, Unix, Linux, and MAC OS X operating systems.
- Head office and factory hardware and network support.
- Attendance machine maintenance.
- HR-payroll software implementation.
- Panda End-point Antivirus management.
- Inventory management.
- BGMEA software implementation.
- Company website maintenance.
- Office mail management.
- Vendor escalation for desktops/laptop hardware purchases, repairs or software troubleshooting.
- Maintain and review IT documentation, covering infrastructure, inventory, service subscriptions and contracts.
- Support, review & liaise with end users on the implementation of an IT governance framework, policies, systems, infrastructure to ensure compliance and alignment to guidelines.
- Perform and participate in capacity planning, redundancy planning and execution of Disaster Recovery Plan.
- Provide input for annual IT requirements planning and budgeting.

Bitmascot | SEO Engineer

January 2015 – May 2015

Key responsibilities:

- Develop optimization strategies for search engines ranking.
- Perform ongoing keyword discovery, expansion and optimization.
- Research and implement search engine optimization recommendations.
- Research and analyze competitor advertising links.
- Develop and implement link building strategy.
- Work with the development team to ensure SEO best practices are properly implemented on newly developed code.

Education Background

- Bachelor of Science in Computer Science and Engineering – CGPA 3.55/4
University of Asia Pacific
Completed in 2012
- Higher Secondary School Certificate in Science – GPA 4/5
Bir ShresthaMunshi AbdurRouf Rifles College, Dhaka
Completed in 2007
- Secondary school certificate in Science – GPA 4.88/5
Dhaka Residential Model College, Dhaka
Completed in 2005

Professional Certifications/Training

Cisco Certified Network Associate	:	Trained from New Horrizone, 2013
Red Hat Certified Engineer	:	Trained from CSL, 2016
Microsoft Azure	:	AZ-900 completed in 2020.
AWS Cloud Practitioner	:	Getting preperation for CLF C01 exam.

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Yours Truly,
Ahmed Reja