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|  | **Shahidur**  Email: [shahidur-396903@gulfjobseeker.com](mailto:shahidur-396903@gulfjobseeker.com)  Personal Details:  December 20, 1985 • Bangladesh  Male • Married |  |

**Sr. Network and System Engineer/Administrator**

*Accomplished and technically sophisticated professional with 9 years’ experience spearheading over performing teams, generating robust solutions to design, build, and optimize network and system architecture, while achieving maximum enterprise clients’ satisfaction.*

Proven expertise in virtualization, data canter management, system/network automation, and policy base management with history of devising robust disaster recovery/backup plans to ensure smooth flow of business-critical application operations across network.Instrumental in enhancing network security, managing bandwidth/resource consumption, and building effective cloud-based solutions.Stellar record of transitioning outdated systems to advance and efficient technological frameworks, securing sizeable cost for organization, and improving overall productivity. Skilled trouble-shooter continually focused on identifying, isolating, and resolving technical issues with proven success maintaining 99.99% service availability across overall system and networks. Accomplished communicator skilled in building and strengthening relationships across functions to drive cohesive and strategic operations.

*Network and System Administration/ IT Infrastructure Planning /IT Operations/ Data Canter Virtualization/ Network Virtualization/ Information Security/Scripting/Microsoft 365/ Office 365/ Azure Platform/ Private Clouds*/*AWS Platform/Google Cloud Platform/Bandwidth Management/Enterprise Storage SolutionsSystems Implementation/Troubleshootingand Issue Resolution /Server Management /Project Management/ITIL Implementation/Change Management/Process Improvement / Team Leadership*

**Technical Proficiencies**

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|  | Linux | UNIX | VMware |Cisco | Microsoft | UBNT | MikroTik | F5 WAF | Palo Alto NGFW | SonicWall | WHM | cPanel | pfSense | Docker | Kubernetes | KVM| OpenStack |Riverbed SteelHead | Barracuda Load Balancer | Windows Server | [Active Directory](https://www.linkedin.com/in/md-shahidur-rahman-7982bb87/detail/skills/(ACoAABJgUaQBp4uWVskYizL_kSPX-LuUNQtCDok,14)/) | Group Policy Object GPO |Microsoft Lync / Skype for Business | Microsoft Exchange Server | SharePoint | Project | Office Online Server | Hyper-V |SDDC | vSphere | vCenter | vSAN | NSX | vCloud | VDI | Intune | SQL | SCCM | SCOM | SCDPM | SCVMM | VPN | DNS | DHCP | CentOS | Ubuntu | Debian |Apache Guacamole | NGINX |OpenLiteSpeed | IIS |ManageEngine Service Desk | OP Manager | Application Manger| Desktop Central | UCS | SDN | SD-WAN | AnyConnect | Router | VRRP | RIP | OSPF | BGP | EIGRP | GRE | QoS | Nexus Switch | VSS | STP | HSRP | vPC | LAN | WAN | MPLS| Firewall | IPS | IPSec | SSL | PKI | WSA | ESA | UniFi Cloud Key | AP | USG | EDGE Router |Backup Veeam | Acronis | EMC VNXSAN | Synology NAS | Server HP | HPE | Dell EMC | APC by Schneider Electric UPS Symmetra PX | MGE Galaxy 3500 | PDU | MDB | CB |

**Professional Experience**

**Head of IT Service Management**(2017– Present)

*Technical Scope: Dell EMC PowerEdge R740xd Rack Servers, SDDC, VMware ESXi 6.0/6.5/ 6.7,vSphere HA, DRS, vSAN, SDN, VMware NSX, VMware Horizon 7, VDI, vRealize Operation Manager, IaaS, DevOps, Microsoft Windows 2016, 2019 ADRMS, S2D, Microsoft Exchange Server 2019, Skype for Business 2015/2019, MS-SQL 2016/ 2017/2109, Project Server 2016/2019, SharePoint Server 2019, Office Online Server 2015/2018, Microsoft System Centre 2016, 2018, Cisco Next-Generation Firewall, Email Security Virtual Appliance (ESAv), Advanced Web Application Firewall(WAF), MikroTik Router Board CCR1036-8G-2S+, CCR1009-7G-1s+,*

Configure, optimize, and upgrade Dell EMC PowerEdge R740xd Rack Servers, Software-Define Data Centre (SDDC), Software-Defined Networking (SDN), VMware Horizon 7, Cloud Management Platform, and vSphere Integrated Containers.

***Key Achievements:***

* Migration form VMware NSX-V to NSX-T. Implementation Pivotal Kubernetes Service.
* Run workload in Google Cloud Platform (GCP).
* Implementation SPF, DKIM and DMARC for Email Messaging.UniFi Cloud Key and UniFi Security Getaway (USG).
* Deployed and configured Microsoft Exchange Server 2019 with Database Availability Group (DAG), Skype for Business 2015, 2019, MS-SQL 2016/2017/2109, Project Server 2016/2019, Office Online Server 2015/2018 with High Availability Cluster.
* Launched Microsoft System Centre 2016/2018, SCCM, SCOM, SCSM, SCVMM, and SCDPM.
* Reinforced security posture of overall network by implementing SonicWall andPalo Alto Next-Generation Firewall (NGFW).

**System and Network Administrator**(2014 – 2017)

*Technical Scope: HP DL380G7, DL380G9, Cisco UCS240M4 Server, RAID, VMware ESXi 5.1/5.5, Microsoft Windows 2012, 2012R2, Hyper-V, Active Directory, ADCS, ADFS, Failover Cluster, iSCSI, Microsoft Exchange Server 2013, Lync server 2013, MS-SQL 2012, Project Server 2013 and SharePoint Server 2013, Office Web App 2013, Microsoft System Centre 2012, SCCM, SCOM, SCSM, SCVMM, SCDPM, Microsoft Office 365 (SaaS), Azure (IaaS, PaaS), SSL, UCC, SAN, Linux Proxy, Apache, Asterisk PBX, Cisco Switch Nexus 5K, 3K, Router 3925 ISR, Firewall ASA 5525, IPS, ZBF, WCCP, IronPort S370 Web Security Appliance, vPC, STP, VTP, Ether Channel, VRRP, OSPF, BGP, IPsec, GRE, IPIP, NAT, PAT, Juniper Router SRX Series.*

Designed and maintained network infrastructure to drive high availability and performance. Monitored overall system and network operations (knowing bandwidth and resource consumption) by utilizing various tools, PRTG, MRTG, DUDE, WhatsApp Gold. Collaborated with technical teams for configuration and maintenance of Ubiquiti Networks Unifi Wireless Access Point Controller (with Radius and NPS) for EAP.

**Key Achievements:**

* Run workload in Amazon Web Services (AWS).
* Routed application traffic to a number of distributed servers ultimately enhancing capacity and reliability of applications through Barracuda Load balancer.
* Enhanced bandwidth management and internet routing by utilizing MikroTik Router Board CCR1036-12G-4S, 951U.
* Streamlined data storage access, enhanced administration, and provided simple configuration solutions by deployingEMC VNX5200 SAN and Synology NAS RC18015xs+, RS3614xs+, RS2416RP+, RS2414RP+, DS2015xs, and DS2415+.
* Created effective backup and replication solutions for virtual machines, servers, workstations, as well as for cloud-based workload.
* Reinforced security posture of overall network by implementing Cisco Next-Generation Firewall (NGFW) ASA5585-SSP-10 with SourceFire FirePOWER FireSIGHT Management and IronPort Email Security Virtual Appliance (ESAv).

**System and Network Engineer**(2010 – 2014)

*Technical Scope: HP DL160G5, DL180G6, DL380G6 Server, RAID5, VMware ESX 4.0 and ESXi 4.1, Microsoft Windows 2003, 2003R2, 2008, 2008R2, Hyper-V, Active Directory, DNS, DHCP, WSUS, Application, IIS, Certificate, Network Load Bleaching (NLB), File and Print Server, Microsoft Exchange Server 2010, Database Availability Group (DAG), Lync server 2010, MS-SQL 2008, Project Server 2010 and SharePoint Server 2010, Forefront Threat Management Gateway (TMG), Debian Linux E-mail (Postfix, Sendmail) & Proxy, Apache, Asterisk PBX, Cisco Switch 2960, 3560 Router 890, 2901 Firewall ASA 5505 for VLAN, STP, VTP, Ether Channel, VRRP, OSPF, BGP, IPsec, GRE, IPIP, NAT, PAT, MikroTik Router OS/Board 1000U, 751U*

Devised robust plans/strategies for designing, building, and optimizing internal network architecture. Maintained maximum uptime and ensured provision of continuous internet access to company’s users. Delivered quality support for configuring Email Microsoft Outlook, Eudora, and Outlook Express with SMTP, POP3, and IMAP. Integrated radio link connection with UBNT Air OS Power Station 2.4 Rocket M5 and Power Station 5. Provided technical assistance for configuring, troubleshooting, and maintaining HP DL DL160G5, DL180G6, and DL380G6 Server with RAID5.

**Key Achievements:**

* Install and Configure windows server 2012, exchange server 2010, Lync 2010, and SharePoint 2010 that enhanced security posture of organizational network.
* Ensured uninterruptible flow of critical business functions by executing robust backup/recovery solutions, utilizing Acronis true image and Microsoft Data Protection Manager 2010.
* Leveraged Solarwinds for network monitoring and maintenance, while identifying and mitigating potential risks impacting network performance and ensuring maximum availability of network resources with negligible downtime.
* Consistently, monitored internet access log and administered network security to ensure confidentiality and integrity of critical assets.

**EducationS**

**MASTER OF BUSINESS ADMINISTRATION (M.B.A.), FINANCE, GENERAL, CGPA:** 3.53/4.0

Atish Dipankar University of Science & Technology, Dhaka, Bangladesh

**B.SC IN EEE, ELECTRICAL & ELECTRONIC ENGINEERING, CGPA:** 3.16/4.0

Eastern University, Dhaka, Bangladesh

**FOUR YEARS DIPLOMA IN ENGINEERING, COMPUTER SCIENCE & ENGINEERING (CSE), CGPA:** 3.04/4.0

Jessore Polytechnic Institute, Jessore, Bangladesh

**Certifications**

* AWS Certified Solutions Architect – Associate • Amazon Web Services (AWS) | AWS01043625
* VMware Certified Professional - Network Virtualization 2019 • VMware | VMW-02377549A-02379214
* VMware Certified Professional 6.5 - Data canter Virtualization • VMware | VMW-02377549A-02379214
* VMware vSphere 6.5 Foundations • VMware | NCQNC1RK1MEEQPG2
* Red Hat Certified Engineer (RHCE) • Red Hat | 190-184-259
* Red Hat Certified System Administrator (RHCSA) • Red Hat | 190-184-259
* CCNP Routing and Switching • Cisco | CSCO13353154
* CCNA Routing and Switching • Cisco | CSCO13353154
* Cisco Certified Network Associate Security (CCNA Security) • Cisco | CSCO13353154
* CompTIA Security+ ce • CompTIA | PVE6HM6NFPEQ16ST
* Certified Ethical Hacker v9 (CEH-v9) • EC-Council | ECC97768343248
* Microsoft Certified: Azure Solutions Architect Expert • Microsoft | H309-5973
* Microsoft Certified: Azure Administrator Associate • Microsoft | H291-6646
* Microsoft® Certified Solutions Associate: Windows Server 2016 • Microsoft | G897-6921
* Microsoft® Certified Solutions Expert: Productivity • Microsoft | G897-7010
* Microsoft® Certified Solutions Expert: Productivity (Charter)\* • Microsoft | F811-1306
* Microsoft® Certified Solutions Expert: Communication • Microsoft | F138-9717
* Microsoft® Certified Solutions Associate: Office 365 • Microsoft | F137-3590
* Microsoft® Certified Solutions Expert: Messaging • Microsoft | F138-9716
* Microsoft Certified Professional: Microsoft Certified Professional • Microsoft | E407-0723

**trainings**

* Project Management Professional (PMP) | ECADEMY, Bangladesh
* Certified Information Systems Security Professional (CISSP) | IT Bangla Ltd., Bangladesh
* Project Monitoring and Evaluation | bdjobs Training, Bangladesh
* Advanced Managerial Communication/Self Leadership | SAPiEN Strategy Consulting & Research, Bangladesh
* Deep Change Leadership | HSPP (Consultants) Ltd, Bangladesh