Curriculum Vitae

of

Md Ariful Haque

Mailing Address:
House-21, Road-12, Pallabi, Block-C, Mirpur-12, Dhaka-1216
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LinkedIn: linkedin.com/in/hmariful

Career Objective:

Experienced IT System Administrator especially in Coud Computing (AWS, Azure), Virtualization (VMware, OpenStack, RHEV), Network Administration & Monitoring, System Administration (Windows, Linux), Database Management, End-User Support, Asset and Vendor Management, Data Center support, Service Desk, NOC/IT Operation, Change management & ITSM.

Educational Qualification:

B. Sc. in Electrical and Electronics Engineering

American International University- Bangladesh (AIUB).

Higher Secondary Certificate (HSC)

Tejgaon College, Dhaka.
Group: Science.

Secondary School Certificate (SSC)

Nurjahanpur Retd. Military Colony High School, Dinajpur.
Group: Science.

Technical Skills:

AWS, Azure, CyberArk PAM, Windows System (Server & Desktop) Administration, Prisma Cloud, Active Directory, ADCS, DNS, SCCM, Vulnerability & Patch management, Database Administration (MySQL, MSSQL), Virtualization (OpenStack, VMware, RHEV), Network Administration (CISCO, MikroTik), XDR (CrowdStrike, Cortex) Change Management, ITSM.

Work Experiences:

System Administrator (Windows & Cloud Platform)

Wipro IT Services Bangladesh Ltd.
December, 2021- Present

Responsibilities:

- Administering AWS Platform (EC2, IAM, S3, RDS, VPC, SNS, Lambda etc.)
- Administer & Manage CyberArk PAM solution.
- Manage & administer vCenter (VMware) & RHEV.
- Administering SCCM, Manage Engine etc. for system management (VA, Security Patching etc.)
- Manage OpenStack Operation (Private Cloud).
- Administering cortex XDR, TrendMicro (AV, Apex Central), Prisma cloud.
- Manage Windows Server, AD and DNS related daily Operation.
- Install and configure software on Window servers as per customer & user requirements.

- Vulnerability Assessment & Mitigation based on Nessus Report
- Managing Security patches for Microsoft and other (third party software manufacturer).
- Monitoring and performing on-going maintenance on servers and network equipment.
- Responding to a reported service incident, identifying the cause, and initiating the incident management process.
- Overseeing the incident management process and team members involved in resolving the incident.

System Administrator (IT Mgt Group)

Wipro IT Services Bangladesh Ltd.

April, 2021- November, 2021

Responsibilities:

- Provide L2 Support for AD, Azure related Operation
- L1+ Support for daily Network Operation (Alerts validation, Configuring Cisco Router & Switch, Change Execution, IOS upgradation, System backup etc.)
- Linux L1 Administration (patching, Alert validation, system health check etc.).
- Employee onboarding/offboarding
- Manage AV, BitLocker, SCCM, VPN, RSA, CrowdStrike XDR, DLP etc. for end devices.
- Monitor and maintain Network Systems. (Switch, router, FW, Aps etc.)
- Install and configure software in end devices (Laptop/Desktop etc.)
- Troubleshoot hardware issues for laptop, desktop, printer and Network devices.
- Install Hardware equipment (CCTV, Printers, Scanners, Cisco Network Devices etc.)
- Monitor and manage asset inventories, sanitize hardware asset and data as per process.
- Perform on-going maintenance on servers and network equipment.
- Running hardware diagnostics and replacing the failing parts as per regular and on demand basis.
- Assessment of IT assets before procurement (Hardware/Software)
- Responding to a reported service incident, identifying the cause, and initiating the incident management process.
- Overseeing the incident management process and SPOC involved in incident.

Technical Support Engineer-Wipro (IT Mgt Group)

Munshi HR Solutions Limited

August, 2019- March, 2021

Responsibilities:

- Provide L2 Support for AD, Azure related services.
- Manage AV, BitLocker, SCCM, VPN, RSA, CrowdStrike XDR, DLP etc. for end devices.
- Employee onboarding/offboarding
- Monitor and maintain Network Systems.
- Install and configure software in end devices (Laptop/Desktop etc.)
- Troubleshoot hardware issues for laptop, desktop, printer and Network devices.
- Install Hardware equipment (CCTV, Printers, Scanners, Cisco Network Devices etc.)
- Monitor and manage asset inventories, sanitize hardware asset and data as per process.
- Perform on-going maintenance on servers and network equipment.
- Running hardware diagnostics and replacing the failing parts as per regular and on demand basis.
- Assessment of IT assets before procurement (Hardware/Software)

- Responding to a reported service incident, identifying the cause, and initiating the incident management process.
- Overseeing the incident management process and SPOC involved in incident.
- Vendor Management, ISP Management etc.
- System Compliance, Vulnerability management, Patch management etc.
- Regular Maintenance Activity for Data Center, Office LAN

Technical Support Engineer-Wipro (SSC NOC 24/7)

Munshi HR Solutions Limited

Sept, 2017- July, 2019

Responsibilities:

- L1+ Support on regular Windows, Linux and Network operation.
- Overseeing the Change management process for customer Infrastructure & Application.
- Overseeing the incident management process and SPOC involved in resolving the incident.
- Managing regular and on demand system backup through NetBackup, AVAMAR, Networker tools.
- Monitoring and Inspecting IT systems (Servers, Network Devices and application etc.)
- Diagnosing and troubleshooting System errors as per monitoring tool, email alerts.
- Monitoring System performance and capacity of Customer Infrastructure.
- Responding to System alerts and hardware malfunctions.
- Processing customer requirements and following up with internal and external stakeholders.
- Preparing health check report for Infrastructure and application as per regular and on demand basis.
- Monitoring and validating customer Infrastructure & Applications alerts.
- Tracking and documenting reported incident and initiating the incident management process.
- Monitoring CRM360 and CMP application

Hardware and Network Support Engineer

IntoIIT Bangladesh Limited

April 4, 2016- Sept 12, 2017

- Install and configure software and Hardware system (Laptop/Desktop, Printer, Scanners, Cisco Network Devices etc.)
- Troubleshoot and resolve issues with software or hardware (Laptop, desktop and IT equipment)
- Manage and maintain Access Control and Time Attendance Machine.
- Monitor and manage asset inventories, sanitize hardware asset and data.
- CCTV, DVR, NVR installation and Maintenance operation.
- Assessment of IT asset before procuring (Hardware/Software)
- Design, configure and maintain in house office Network

Training and other courses:

CCNA Routing and Switching, AWS Solution Architect Associate, RHCSA

Language Proficiency:

Excellent written and oral competence both in English and Bengali.

Personal Information:

Full Name : MD ARIFUL HAQUE

Father's Name : MD MOSTAFIZUR RAHMAN

Mother's Name : MOST BILKIS BEGUM

Permanent Address : Village: Bilpara, Post office: Chowdhuri Gopalpur,
Police Station: Ghoraghat, District: Dinajpur.

Date of birth : 4th February, 1995

Marital Status : Married

References:

Amir Hossain Head of Cloud & DevOps, BJIT Cell: +88 01613384164 Email: shohag_ict@live.com	**Sakawat Parves Parag** Manager- IT, Wings Group Cell: +88 01928982226 Email: paragbdict@gmail.com