

MD. SAIFUL ISLAM

Enterprise IT Infrastructure Specialist

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PROFESSIONAL SUMMARY:

IT Infrastructure Specialist with 10+ years of experience in enterprise system administration, network management, and cybersecurity. Proven track record in managing multi-site IT operations, deploying Windows Server environments, and implementing security systems across construction and engineering sectors.

CORE COMPETENCIES:

IT Infrastructure & System Administration, Windows Server (2012/2016/2019) Management, Active Directory & Group Policy Administration, Network Configuration & Troubleshooting (CCNA Level), LAN/WAN & Internet Connectivity Management, MikroTik Router Configuration & Bandwidth Management, Server & Email System Administration, Web Server & File Server Management, Firewall & Network Security Management, IT Security & Access Control Systems, CCTV Surveillance & Biometric Attendance Systems, Data Backup & Disaster Recovery Planning, ERP (Tally Prime), HRM & POS System Support, Hardware & Software Troubleshooting, IT Asset & Vendor Management, User Support & IT Training, Technical Documentation & Reporting, IT Project Implementation & Coordination, Risk Awareness & Information Security Compliance, Problem Solving & Critical Thinking, Team Collaboration & Leadership.

EDUCATION:

BSc (Hons) in Computing(Information Systems)

University of Greenwich, United Kingdom.

Passing Year: 2026

Grade: Second Class

- *Delivered through Daffodil International Academy, Dhaka.*

PROFESSIONAL EXPERIENCE:

Senior Executive, IT Department

at CHB Engineering Limited

September 2022 - Present

- Manage and maintain the organization's IT infrastructure, including Server, Networking devices, and end-user systems.
- Configure and manage Windows Active Directory server, Email servers, Web servers, File Server, Firewalls, antivirus, and endpoint protection tools.
- Install and maintain CCTV surveillance systems, security access control and biometric attendance devices (fingerprint, facial recognition)
- Monitor and troubleshoot hardware, software, and network issues to ensure minimum downtime.
- Provide technical support and training to users, resolving complex IT-related issues efficiently.
- Plan and oversee implementation of IT projects such as system upgrades, migrations, and new technology integration.
- Lead the development of ERP (Tally Prime), HRM, and POS software with data security focus.
- Ensure data security, backup strategies, and compliance with IT policies and industry regulations.
- Manage vendor relationships, software licensing, procurement, and IT inventory.
- Collaborate with management and departments to assess IT needs and recommend suitable solutions.

Executive, IT Department

January 2020 – August 2022

at CHB Engineering Limited

- Installed and configured Desktops, laptops, printers, and network devices.
- Provided daily IT support to office and site users.
- Maintained local area network (LAN), routers, and internet connectivity.
- Installed and managed CCTV, fingerprint, and biometric attendance systems.
- Assisted in maintaining Windows-based servers and email configuration.
- Maintained IT inventory, documentation, and asset tracking.
- Supported software tools, webmail setup, and user access control.

IT Support Executive, IT Department

August 2015 – December 2019

at CHB Building Technologies Limited

- Installed and configured Desktops, laptops, printers, and network devices.
- Provided daily IT support to office and site users.
- Maintained local area network (LAN), routers, and internet connectivity.
- Installed and managed CCTV, fingerprint, and biometric attendance systems.
- Supported software tools, webmail setup, and user access control.

SKILLS SUMMARY:

System Administration:

- Windows Server (Active Directory, DNS, DHCP), Linux (Ubuntu Server), Hyper-V, VMware, Backup & Recovery, Group Policy (GPO), Remote Desktop Services (RDS).

Networking & Infrastructure:

- TCP/IP Stack, LAN/WAN Configuration, VLANs, Router & Switch Setup, DNS & DHCP, MikroTik, Cisco, Firewall Configuration (Fortinet/pfSense), VPN Setup.

Web & Application Hosting:

- Web Server Management (Apache on cPanel), Domain & Hosting Lifecycle (Registration to Deployment), PHP/MySQL Environment Configuration.

Cybersecurity Fundamentals:

- Access Control, Firewall Rules, Network Security, Vulnerability Awareness, Endpoint Protection, Antivirus Management, CCTV & Biometric Access Control, IT Security Policies.

ERP & Business Systems:

- Tally Prime (ERP), HRM Software, POS Systems, Data Security & Compliance.

Language:

- Bangla, English - Professional working proficiency.

Soft Skills:

- Excellent communication, Problem-Solving, Analytical Thinking, Leadership, Time Management, Conflict Resolution and Team Collaboration.

PROFESSIONAL TRAINING & CERTIFICATIONS:

CompTIA A+ | Creative IT Institute

- **Issued: 2019**
- Validated core skills in IT operational roles and technical support, including hardware/software troubleshooting, operating system installation & configuration (Windows, Linux, macOS), basic networking, mobile devices, and cybersecurity essentials.

Cisco Certified Network Associate (CCNA) | Creative IT Institute

- **Issued: 2020**
- Mastered enterprise networking concepts including IP addressing, routing (OSPF, EIGRP), switching (VLANs, STP), WAN technologies, and network security fundamentals. Gained hands-on experience in designing, configuring, and troubleshooting medium-sized routed and switched networks using Cisco IOS.

MikroTik Certified Network Associate (MTCNA) | CSL Training

- **Issued: 2021**
- Acquired practical skills in configuring MikroTik Router OS for routing, firewall (Filter Rules, NAT), bandwidth management (Queues), wireless networks, and VPN (PPTP, SSTP).

Web Design & Development (Professional Diploma) | Creative IT Institute

- **Issued: 2022 | Duration: 1 Year**
- Comprehensive training in full-stack web development, covering front-end (HTML5, CSS3, JavaScript, Bootstrap) and back-end (PHP, Laravel Framework, MySQL Database) technologies.

ISO Management Systems Awareness Training | United Certification Services Limited (UNICERT)

- Completed training on ISO 9001:2015 (Quality Management) and ISO 45001:2018 (Occupational Health & Safety). Understood the framework for implementing standardized processes, ensuring quality consistency, and promoting a safe work environment in IT operations.

INTERESTS:

Technology Innovation | Cybersecurity Research | Reading & Writing | Travel & Culture | Documentaries.