MD. MAINUDDIN

Senior System Engineer | IT Infrastructure and Technical Specialist

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Professional Summary:

Seasoned IT professional with 12+ years of experience in telecommunications and corporate IT, specializing in delivering results-driven, analytical solutions. Currently serving as a **Senior System Engineer** at AgnoShin Technologies Pvt Ltd, I have led and supported multiple global call center projects leveraging Avaya technologies. With proven expertise in network administration, IT infrastructure management, and cross-functional project coordination, I aim to contribute to a forward-thinking organization where I can drive innovation, enhance system performance, and support strategic IT initiatives to deliver measurable business value.

Technical Skills:

- IT Infrastructure Design & Deployment, IT Support, Cloud management, Networking, Asset Management.
- Avaya Aura (CM, CMS, AES, SMGR), VMware ESXi, Call Center Deployment.
- Microsoft Suite Admin, G-suite, SCCM, Active Directory, DNS, Windows Server, Office 365 administration
- Cisco Routers, NAS, HTML, CSS, JavaScript, WordPress.

Soft Skills:

- Project Management, Team Leadership, Communication, Problem Solving, Risk Management.
- Time Management, Documentation and Reporting, Vendor Management, Purchase.
- Interpersonal, Managerial & Mentoring, Budget Planning.

Metrics and Achievements:

- Reduced IT issue resolution time by 40% through proactive network monitoring.
- Smoothly managed IT Support, IT Infrastructure, Asset Management with large volume users.
- Successfully deployed call center solutions for 2 banks across Bangladesh and Ethiopia using Avaya Aura.

Work Experience:

Senior System Engineer | AgnoShin Technologies Ltd, Dubai, UAE (Remote) | Nov 2022 – Present

- Implementation the Call Center Project to Customer site and Call Center Deployment for Inbound call, Outbound Call, IR team. Call Channel assign as per required.
- Project planning and Scheduling with project objectives, tasks, timelines, resources, and dependencies to ensure timely and efficient project execution.
- Team coordination for cross-functional teams to foster collaboration, ensure seamless task execution, conduct regular meetings, track progress, and resolve issues efficiently.
- Ensure clear and effective communication with stakeholders, including clients, vendors, and internal teams, by providing day to day updates on project progress, deliverables, and potential challenges.

- Develop and manage detailed project documentation, including plans, status reports, and meeting notes, while providing day to day progress updates to senior management and stakeholders.
- Windows Server, Active Directory, DNS Server, NTT Server installation & administration.
- IT Service Team Lead, Support, Infrastructure & Network Technical Solution provide and Firewall setup.
- Avaya CM, CMS, SMGR, SM, AES, AWFO, Atlas, POM setup & Troubleshooting,
- Perform User acceptance testing (UAT) ensure, call recording enable, ACD & CTI Setup.
- VMWare ESXi Sever, QSUN Server installation & maintain.
- Microsoft Office365 Administration, Maintain license, user Access Control, Group Permission.
- Application Server Install & Configure, Data Sheet create & share with both ends.

Assistant Manager- IT | Ha-Meem Group, Chittagong, Bangladesh | Oct 2020 - Nov 2022

- Contribute to preparing annual IT plan & budget, guidelines, Software Development.
- Team coordination for implement new task & Problem solving.
- Project planning & scheduling for implement and deployment new software or patch update to user end.
- Network & Exchange Server Administration.
- IT Infrastructure Develop, Analysis, Applied and Keep up all work of IT Sector.
- Network troubleshooting, maintenance and provide all kind of technical support
- 1st Line, 2nd Line & 3d line IT Support providing and train up for the IT knowledge develop
- Security Surveillance and IP Camera setup & Maintenance
- Time Attendance device achieved in Multi located office Data integration, HRM & Warehouse management Software keep up.
- Lead the IT department in delivering efficient and productive IT services to support seamless operations.
- All kind of IT related requirement of higher Management.

Officer – ICT | ActionAid, Cox's Bazar, Bangladesh | Jul 2019 - Sep 2020

- MikroTik Router configure administration & utilization from different level of access.
- NAS management knowledge such as user creation, access permission, backed up and data restore.
- Office365 administration (Outlook, OneDrive, Skype for business & MS Team)
- Manage Active Directory, Domain User Create, Modification, Policy Implementation, Security Manage.
- IT Infrastructure Develop, Analysis, Instigated and Preserved all work of IT Sector.
- Network & Hardware troubleshooting, Network maintenance and provide all kind of technical livelihood related network as well as Dhaka-Cox's Bazar operation Office VPN connectivity.
- Good knowledge & Orient staff new technology to onboard of Office 365 & MSOffice and cloud computing such as SharePoint, Microsoft OneDrive, MS-Teams.
- All kind of IT purchase, Vendor comn and Purchase police making as a purchase team member.
- Preserved IT asset register by asset tag input in ERP system.
- Time attendance system integration with ERP system.

IT Officer | Ha-Meem Group, Chittagong, Bangladesh | Feb 2017 - Jul 2019

- Installed and configured computer hardware, software, systems, networks, printers and scanners
- Response in a timely manner to service issues and requests
- Repaired and replaced equipment as necessary and testing new technology

- Network Interface Design & Support.
- Punch Machine data processing for Attendance purpose.
- Vehicle Operation Management software and Tracking software sustained.
- Trained-up to user for IT related issue, Outlook setup & troubleshooting.

IT Support Specialist | Banglalink Telecommunications Ltd | Dhaka, Bangladesh| Dec 2012 - Feb 2017

- Give different types of Software, Hardware, Servers and Network based technical solutions to the Employee and Software patching for workstations and servers with SCCM.
- IT Asset Management using WIMS
- Call Centre Software installation. (AVAYA Agent, AVAYA OneX Com, Symon Inview, PCS Agent)
- 1st & 2nd Level IT Support for all IT problems to Banglalink user end (Approx. 2500 users).
- Planning In Implementing structured LAN, WLAN for New office setup
- Remote Support, Monitoring and Maintaining Computer Systems and Networks.
- Video conferencing support to high level users through CISCO & AVAYA systems.
- Talking to users through a series of actions, either face to face or over the telephone to help setup system or resolve issues.
- Playing with multiple technical platforms.
- Performing Active Directory functionalities with secure and efficient administration.
- Managing Groups in AD.
- Managing User & Service Accounts with duration.
- Team Leading on the absence of the Manager.

System Support Engineer | Dynamic Information Solution, London, United Kingdom (Part Time) | Jan 2011 – Jan 2012
- Installed and configured computer hardware, software, systems, networks, printers and scanners
- Response in a timely manner to service issues and requests
- Repaired and replaced equipment as necessary and testing new technology
- Network Interface Design & Support.

Educations:

- **BSc In Computer Science |** Middlesex University in London, UK | Graduated: Jan 2012
- **Diploma in Computer Engineering |** Bangladesh Technical Education Board | Graduated: Feb 2007

Certifications:

- Microsoft Azure Administrator AZ-104 – Course Completed
- Cisco Certified Network Associate (CCNA)
- ISC2 Cybersecurity Basics
- Office 365 Administration
- Server Administration Essentials
- Cybersecurity Basics