

MD. MAINUDDIN

Senior System Engineer | IT Infrastructure & Support Specialist

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Experience

Senior System Engineer (Remote)

AgnoShin Technologies Ltd

Nov 2022 – Present | Dubai, UAE

- Led **Avaya-based call center deployments** for banks in Bangladesh and Ethiopia.
- Oversaw Windows Server, Active Directory, VMware & setups.
- Coordinated cross-functional teams (stakeholders, clients, vendors, and internal teams) for timely project delivery.
- Supervised IT support, infrastructure solutions and firewall configure
- Administered Microsoft Office365 licensing and access control.
- Automated Avaya system tasks, cutting downtime by 20%
- Perform User acceptance testing (UAT) ensure, call recording enable.
- Setup application servers and shared data sheets with teams.
- Trained up to user for new technology adapt easily.

Senior Officer- IT

Ha-Meem Group

Oct 2020 – Nov 2022 | Chittagong, Bangladesh

- Helped prepare the annual IT plan, budget and software development with 20% cost reduced.
- Led team coordination for task implementation and 30% issue resolution.
- Planned and scheduled software deployments and patch updates for users.
- Directed network systems and Exchange Server administration.
- Developed & kept IT infra across all departments rises 25% smooth operation.
- Performed network troubleshooting and provided full technical support.
- Delivered 1st - 3rd line IT support and trained staff to build IT skills.
- Installed and sustained security surveillance and IP camera systems
- Managed time attendance devices and integrated data.
- Led the IT team to ensure smooth and effective IT service delivery.
- Assisted senior management with all IT-related needs and projects.

Officer - ICT

ActionAid

Jul 2019 – Sep 2020 | Cox's Bazar, Bangladesh

- Configured and managed MikroTik routers with multi-level access.
- Handled NAS including user setup, access control, backup, and restore.
- Administered Office 365 (Outlook, OneDrive, MS Teams).
- Managed Active Directory, user accounts, policies, and security settings.

Professional Summary

Professional system engineering specialist with extensive experience in designing, deploying, maintaining and Support robust IT infrastructures. Consistently ensures high levels of system reliability and security. Known for excellent team collaboration and adaptability, leveraging analytical skills and problem-solving expertise.

Skills

IT Infrastructure IT Support L1-L3

Networking Avaya Aura Office365

Microsoft Office Windows Server

Active Directory System Admin

G-suite NAS Admin VMware

Team Lead Project Management

HTML CSS WordPress Purchase

Vendor Manage Communication

Call Center Operation

Complex Problem Solving

Flexibility and Adaptability

Ticketing System SCCM

Project Planning

Operating system configuration

Troubleshooting

Windows system administration

Experience

- Developed and preserved IT infrastructure, CCTV, attendance Device & systems enhance 35% operational smoothness.
- Offered network and hardware troubleshooting and VPN support
- Trained staff on Office 365, MS Office, SharePoint, and cloud tools.
- Aided IT purchases, vendor communication & purchase plans save 20% cost.
- Maintained IT asset record and tagging in ERP system with 100% accuracy

IT Officer

Ha-Meem Group

Feb 2017 – Jul 2019 | Chittagong, Bangladesh

- Installed and configured hardware, software, networks, printers (MFP)
- Responded promptly to IT support requests and resolved technical issues.
- Repaired and replaced faulty equipment, tested and implemented new technologies.
- Designed and supported network interfaces and connectivity.
- Processed attendance data using punch machine systems.
- Maintained vehicle operation and tracking software systems.
- Resolved 30+ weekly user issues, including email (Outlook) setup and troubleshooting

IT Support Specialist

Banglalink Telecommunications Ltd

Dec 2012 – Feb 2017 | Dhaka, Bangladesh

- Applied software patches to workstations and servers using SCCM.
- Managed IT assets and inventory using WIMS gained 100% accuracy.
- Installed and supported AVAYA based call center software
- Provided 1st and 2nd level IT support for 2,500 users.
- Planned and implemented structured LAN/WLAN for new office setups.
- Delivered remote IT support and performed system/network monitoring.
- Helped video conferencing systems (CISCO & AVAYA) for senior management.
- Assisted users in setting up and resolving issues both in-person and remotely.
- Administered Active Directory including group management account lifecycle.

Education

- **BSc in Computer Science**
Middlesex University
Jan 2012 – London, UK
- **Diploma in Computer Engineering**
National Polytechnic College (BTEB)
Feb 2007 - Bangladesh

Achievements

- ◆ Reduced IT resolution time by 40% via proactive monitoring.
- ◆ Led 100% successfully AVAYA Based call center deployments in international banking projects.
- ◆ Streamlined IT support and asset management for large-scale operations
- ◆ 100% Successfully Completed UAT for 5 Nos Call Center infrastructure setup.

Certifications

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

Languages

- English - ●●●●●
- Bengali - ●●●●●