

# MD. NAZMUL AKTAR

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## Experiences

**ICT Manager** (July 2019 - Present)

**International Committee of The Red Cross (ICRC)**, Dhaka, Bangladesh.

Responsibilities:

- *Manages and leads Bangladesh ICT department with operational and strategic planning.*
- *Ensures ICT support quality for the end users by analysing report and benchmarking. Anticipates users' needs in terms of daily use and innovative solutions for the community.*
- *Plans, designs and Manages ICT projects.*
- *Ensures and administers ICT infrastructure including network, telecom, server, systems are functional, conforms to ICRC standards and local rules and regulations and is used properly.*
- *Ensures that ICT policies, rules and procedures are in place maintaining compliance, adapted to the local context and operational needs, and followed by users.*
- *Negotiates contracts and facilities Agreement / ToR with local providers and defends the ICRC's interests.*
- *Makes sure ICT policies and security guidelines match operational security regulations.*
- *Creates training documentation and provides trainings to the users.*
- *Prepares and manages ICT yearly budget and procurement to comply with organizational goals and objectives.*
- *Provides technical guidelines and planning on digital transformation and automation in the premise and in the communities under ICRC and other partner organizations including BDRCS.*

Achievement:

- *Actively worked as a team-member to deploy ServiceNow in Asia region with provided training to ICT staffs and continuing working with Incident Supervisor and Service Review meeting for the improvement of services.*
- *Actively worked as a team-member of Digital Transformation sub-Working Group with Bangladesh Red Crescent Society to implement the ICT Policy and also providing training on ICT.*
- *Successfully managed for closure of one site smoothly managing the transfer of the infrastructure and equipment to another location.*
- *Successfully deployed Fortinet SD-WAN project in 2 sites.*
- *Successfully deployed VGS (Vehicle Geolocation System) project for 22 vehicles.*
- *Successfully deployed HP Server with all the required services and VMs as per requirements.*
- *Successfully deployed Field Network Monitoring tool with Newmar device.*
- *Successfully deployed IPT system with Unified Communication (UC) using Mediant 800B.*

**Team Leader – Customer Service, Network, Information Security** (October 2015 – July 2019)

**ICT Coordinator** (May 2013 – September 2015)

**World Vision Bangladesh**, Dhaka, Bangladesh.

Responsibilities:

- *Regular ICT operations and maintenance of user's requirement using ITSM tools*
- *Monitor SOC using SIEM (Dell Secureworks), ensure data and network security by hardening the system, introducing new security infrastructure, performing efficient troubleshooting and security auditing with VAPT.*
- *Operations, administration and management of information security service using Cisco ISE (Identity Service Engine), Fortigate firewall 600D, Cisco WLC (Wireless Controller), McAfee ePo.*
- *Network administration to manage, plan and configuration of network devices like routers, switches, firewall as well as the Data Connectivity Project management with MPLS backbone.*
- *Manage, implementation and analysis of ICT project from initiation to closure phase*
- *Create documentation, TOR / Scopes, SLA, closure analysis, report of projects and operations*
- *Prepare ICT Budget, analysis of expenditure and manage procurement.*
- *Managing ICT inventory and vendor coordination*
- *Ensure ICT capacity building including basic computing, networking and Infosec through training to users and ICT staffs.*

**Achievement:**

- Successfully deployed Cisco ISE (Identity Service Engine) as Project Manager for information security purpose for 73 locations of World Vision Bangladesh with centralized profile and policy as well as centralized Wireless Controller (Cisco WLC 5508 series) with lightweight AP.
- Successfully designed and deployed Disaster Recovery Solution for accessing critical services during disaster.
- Successfully configured and implemented new Fortigate (600D) firewall device in the infrastructure.
- Successfully deployed ServiceNow (ITIL based) process to 1000+ users in all offices of WVB.
- Managed and configured successfully of the configuration of creating a single WiFi zone within the same network in 5 floors in National Office.
- Contributed to successful completion of the project of Data Connectivity using MPLS backbone over 83 offices.
- Successfully deployed CCTV system with 15 IP Camera and NVR with backup process.
- Contributed to successful completion of deploying IPT solutions over 83 remote offices.
- Contributed establishing new Data Center (shifting from old building to new building) meeting Industry standards.

**Senior Executive, (September 2012 – April 2013)**

**IT Connect Ltd., Dhaka, Bangladesh.**

**Responsibilities:**

- *Perform regular operations and administration of servers and systems*
- *Design, configuration, implementation and operations of core network and WAN.*
- *Manage, plan and configuration of network devices like routers, switches, DSLAM and others.*
- *Plan and develop database operation with service packages*
- *Maintain user accounts and usage profiles.*
- *Perform overall network and user monitoring and provide report*
- *Manage, implementation and analysis of ICT project from initiation to closure phase*
- *Leading the team to provide better service output and communication among the team members.*

**Achievement:**

- Completed detailed plan with successful deployment of 7 POPs throughout Dhaka city with switch configuration with redundant fiber optic backbone.
- Successfully completed the integration of WiFi coverage (iconnect) in Dhaka city with Grameen Phone Ltd.
- Successfully completed integration and configuration of IPass service.
- Successfully implemented DSL service integrating with Internet and telephone line using DSLAM device.
- Successfully developed a monitoring system to monitor the live users' information using java and HTML integrating with MongoDB.

**IT / Research Assistant (January 2011 – December 2011)**

**Forschungszentrum Informatik (FZI), Karlsruhe, Germany.**

**Responsibilities:**

- *Programming in Java for personally controlled health record service (Health-MIS)*
- *Database programming and administration*
- *Web-server administration*

**Achievement:**

- Successfully developed a PCHR (Personally Controlled Health Record) system with Java, HTML integrating with SQL database to integrate sensors to receive health information from patient's body.

**IT Assistant (February 2010 – October 2010)**

**Avedas AG, Karlsruhe, Germany.**

**Responsibilities:**

- *Web-server administration*
- *CMS website creation, configuration and monitoring*
- *Database administration*

**Achievement:**

- Successfully configured Zabbix for monitoring of the whole infrastructure status.

**Research Assistant** (June 2009 – September 2009)

**IITB Fraunhofer Institute**, Karlsruhe, Germany.

Responsibilities:

- *Research and development in vehicle detection system*
- *Documentation in Latex*

**IT / Research Assistant** (October 2007 – April 2009)

**Vodafone Group Services GmbH**, Munich, Germany.

Responsibilities:

- *Research and development for synchronization of future mobile network with xDSL, ethernet medium*
- *Programming in OriginC and Matlab for testing, analysis of data*
- *Technical documentation (white paper) on the technical research.*

Achievement:

- Performed successfully the technical research collaborating with Nokia Siemens Network (Germany and Finland) to check the clock synchronization of future mobile network using *with xDSL, ethernet* medium and perform the analysis using OriginC.
- Completed the detailed technical research documentation (white paper) of the research done for the work package with Nokia Siemens Network.

**Internship, Research Assistant** (February 2007 – August 2007)

**Infineon Technologies AG**, Munich, Germany.

Responsibilities:

- *Performance measurement of WLAN MIMO device*
- *Programming in Matlab and SystemC*

**Research Assistant** (November 2006 – December 2006)

**Technical University Munich**, Munich, Germany.

Responsibilities:

- *Research on Image Fusion*
- *Programming in Matlab*

**Engineer** (December 2005 – August 2006)

**Mak Mobile Technology Institute**, Dhaka, Bangladesh.

Responsibilities:

- *Giving lectures to students for mobile servicing*
- *Web-development*

**Teaching Assistant** (January 2005 – April 2005)

**North South University**, Dhaka, Bangladesh.

Responsibilities:

- *Keep records of students*
- *Solve study problems of students.*

## Academic Qualification

**MS in Sensor Systems Technology (STM)**

Department of Electro and Information Technique (EIT)  
**Karlsruhe University of Applied Sciences (HSKA)**, Germany.

**BS in Computer Engineering**

Minor: **Electronics & Telecommunication**  
**CGPA: 3.44, North South University**, Dhaka, Bangladesh

**HSC (Science), 79.8% Marks, 2000**

Notre Dame College, Dhaka, Bangladesh.

**SSC (Science), 91.1% Marks, 1998**

Government Laboratory High School, Dhaka, Bangladesh.

## Professional Certification and Training

**Certified Information Systems Auditor (CISA):** Year: 2025 (Certification), 2022 (Training)

**Training on Introduction to Satellite Communications (GVF500):** Year-2024

**Training on Unified Communications:** Year-2023

**Training on ICRC Management Programme (IMAP):** Year-2023

**Information Technology Infrastructure Library (ITIL) Foundation – Training:** Year-2021

**Certified Ethical Hacking (CEH) - Training and Certification:** Year-2019

**NSE (Network Security Expert) Level-1 - Training and Certification:** Year-2018

**MCSA – Training and Certification (Scholarship from Hi Tech Park and World Bank Project):** Year-2018

**SAP Management Academy – Training:** Year-2017

**CCNA Security - Training and Certification:** Year-2016

**CCNA (Cisco Certified Network Associate) - Training and Certification:** Year-2015

**ICYB (IASSC Certified Lean Six Sigma Yellow Belt) - Training and Certification:** Year-2015

**ITIL Fundamentals (Information Technology Infrastructure Library Fundamentals) – Training:** Year-2015

**SLII (Situational Leadership – II) – Training:** Year-2015

**ITSM (IT Service Management) – Training:** Year-2015

## Personal Information

Date of Birth : 10th February, 1984

Place of Birth : Dhaka

Nationality : Bangladeshi

Sex : Male

Marital Status : Married

Language : Bangla, English, German (DAF5), Hindi, Arabic

Hobby : Traveling and discovering new places, Listening music, Watching movies, Playing cricket

## Reference

**Muhammad Mainul Hossain**

Project Manager, Polytec GmbH, Germany

Senior System/Software Analyst, University of Saskatchewan, Canada

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