

MD. NAZMUL AKTAR

*ICT Lead | Humanitarian & Technology Sector | 20+ years
Digital Transformation | ICT Infrastructure | Cybersecurity & Data Protection*

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Nobodoy Housing, Mohammadpur, Dhaka, Bangladesh.



Experience

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

ICT Manager (July 2019 - Present)

Responsibilities:

- Lead and manage ICT team with full oversight of strategic planning, operations, budget, procurement, and coordination with vendors and interlocutors including Government authorities or autonomous bodies.
- Manage and deliver ICT projects; enforce ICT policies, ensure service quality for end users through performance analysis with ITSM tool, benchmarking, and anticipating beneficiaries' needs with innovative solutions.
- Provide technical leadership and planning on digital transformation and automation for ICRC and partner organizations considering data protection and legal principles.
- Administer ICT infrastructure ensuring functionality coordinating with Region and Global, compliance with ICRC and global standards and local regulations, and staff's capacity building.

Key Achievement:

- Managed ITSM (ServiceNow) regional rollout for 2000+ users across 50+ sites in Asia, ICRC's global AI initiatives.
- Completed several digital transformation systems and projects for partner organizations covering governance, infrastructure, software development, training programs.
- Deployed different projects including Fortinet SD-WAN, VGS (Vehicle Geolocation System), Core Server, Field Network Monitoring tool, IPT system with Unified Communication (UC) for 200+ users in country.
- Deployed on a 1-month mission to the India Delegation to lead ICT operations and strengthen collaboration.

World Vision Bangladesh, Dhaka, Bangladesh

ICT Coordinator Team Leader (Service Delivery, Network, Information Security) (October 2015 – July 2019)

ICT Coordinator (May 2013 – September 2015)

Responsibilities:

- Managed ICT team, operational activities, budgets, procurement; ensured policy compliance with local regulations and provided staff training.
- Administered and designed network infrastructure and service delivery quality across the country.
- Led cybersecurity operations using SIEM (Dell Secureworks), McAfee ePO, and Fortigate; conducted security hardening, VAPT, and regular security auditing besides implementation of disaster recovery plan.

Key Achievement:

- Led to complete project of Cisco ISE (centralized policy management) and WLC (centralized AP management) across 73 locations, co-managed MPLS connectivity and IPT phones across 83 remote offices.
- Rolled out ITSM (ServiceNow) for 1000+ users; designed and built industry-standard Data Center at HQ.

IT Connect Ltd., Dhaka, Bangladesh | Senior Executive (September 2012 – April 2013)

Responsibilities:

- Administered and designed servers, systems, core & WAN network infrastructure, and network devices (routers, switches, DSLAM); maintained user accounts, database operations, and network monitoring.
- Managed ICT team & led project management end-to-end, driving team performance, service delivery, and cross-team communication.

Key Achievement:

- Designed and deployed 7 PoPs across Dhaka with redundant fiber backbone, integrated WiFi (iConnect/Grameenphone), deployed IPass and DSLAM services, developed a live user monitoring system.

Forschungszentrum Informatik (FZI), Karlsruhe, Germany | IT Assistant (January – December 2011)

- Programming, database administration and web-server management for digital health project.

Key Achievement:

- Developed Health-MIS system integrating patient body sensors, which derived to complete Master's thesis.

Avedas AG, Karlsruhe, Germany | IT Assistant (February 2010 – October 2010)

- Web-server and database administration and monitoring with website development.

Key Achievement:

- Deployment of the monitoring tool comprehensively for the infrastructure.

IITB Fraunhofer Institute, Karlsruhe, Germany | Research Assistant (June 2009 – September 2009)

- Research and Development work on vehicle detection system and write technical documentation.

Vodafone Group Services GmbH, Munich, Germany | IT / Research Assistant (October 2007 – April 2009)

- Research and Development work on future mobile network clock synchronization collaborating with Nokia Siemens Network using simulation and programming.

Key Achievement:

- Completed detailed technical research documentation (white paper) of the completed research.

Infineon Technologies AG, Munich, Germany | Internship, Research Assistant (February– August 2007)

- Simulation and programming to analyse performance of WLAN MIMO device.

Professional Certification and Training

Certification

- ✓ Data Protection - DPOHA (2025)
- ✓ IT Audit - CISA (2025)
- ✓ Ethical Hacking - CEH (2019)
- ✓ Microsoft System - MCSA (2018)
- ✓ Cisco Security - CCNA Security (2016)
- ✓ Cisco Routing - CCNA (2015)
- ✓ *ICYB - Lean Six Sigma Yellow Belt (2015)*

Professional Training

- Data Analysis - Power BI (2025)
- Satellite Communications GVF500 (2024)
- *ICRC Management Program - IMAP (2023)*
- Unified Communications (2023)
- ITIL Foundation (2021)
- NSE L1 (2018)
- *Situational Leadership II (2015)*

Academic Qualification

MS in Sensor Systems Technology (STM), Year: 2012

Karlsruhe University of Applied Sciences (HSKA), Germany.

BS in Computer Engineering, Minor: Electronics & Telecommunication, Year: 2005

North South University, Dhaka, Bangladesh.

Competence

