

Md. Mamun Khan

Lead IT Support & Systems Administrator



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Career Summary:

- 10 year's expertise in managing Linux and Windows servers, optimizing system performance, and strengthening enterprise IT infrastructure reliability.
- Proficient in AWS environment setup, configuration, and deployment.
- Skilled in MikroTik & Networking Administration including firewall, VPN, DHCP, bandwidth control and system monitoring.
- Strong background in WordPress & WooCommerce management: development, security, optimization and DNS management.
- Extensive experience in Desktop & Laptop Troubleshooting including hardware/software maintenance and OS installation.
- Advanced knowledge of mail systems (Zimbra Mail Server, Barracuda Email Security) and personal/private cloud infrastructure (TrueNAS, Nextcloud).
- Hands-on automation tools (Jenkins CI/CD, Ansible, Bash & PowerShell scripting) for backup and system reliability.
- Practical experience in CCTV/IP camera deployment, NVR/DVR solutions, biometric systems and IT supply projects for power plants.

Objective: Seeking a challenging role as an IT Support System Administrator where I can leverage my technical expertise in servers, networking, troubleshooting, and cloud solutions while ensuring secure, efficient, and scalable IT operations.

Key Proficiencies:

- Linux & Windows Server Administration
- Zimbra Mail Server & Email Security (Barracuda)
- TrueNAS CORE & Personal cloud (Nextcloud / OpenStack)
- AWS & Azure Cloud Platforms
- MikroTik Networking (Firewall, VPN, DHCP ServerBandwidth Control)
- Jenkins CI/CD & Ansible Configuration Management
- Bash & PowerShell Scripting (Automation & Backups)
- WordPress / WooCommerce (Development, Security, fast Optimization)
- Git & GitHub (Version Control)
- CCTV/IP Camera, NVR/DVR Installation & Troubleshooting

Date of Birth: 15 December 1990

Passport No: AE0706908

NID: 8698661991

Job Experience:

IT Manager, Orient Energy Engineering Limited

Aug'23 to till now

Responsibilities:

- Design, deploy and maintain personal cloud data server and web servers (Linux VPS & TrueNAS).
- Maintain Zimbra mail server and perform Barracuda email security checks and monitoring.
- Manage MikroTik-based network administration: bandwidth control, IP restriction, DHCP, firewall, VPN and logging.
- Oversee WordPress web development: updates, security hardening, backups and speed optimization.
- Install, configure and maintain CCTV/IP camera systems (NVR/DVR/XVR) and network printers; desktop & laptop troubleshooting.

Achievements:

- Completed 7 supply projects under multiple power-plant engagements, delivering on-time IT infrastructure and support.
- Hardened and stabilized mail and web services with automated monitoring and backups, improving system reliability and security.
- Deployed remote CCTV monitoring and automated Pc and Cloud backups for live-view and evidence retention across sites.

IT Manager & System Administrator, Falcon Group**Apr'15 to Aug'23****Responsibilities:**

- Maintain and operate Windows server 2019 (Active Directory, File and Storage Service, Oracle Database) for Payroll and Tally app.
- Install and maintain personal cloud data servers; manage client mail configuration and backups.
- Administer MikroTik networks (bandwidth policing, firewall rules, DHCP, VPN, site filtering, log generation).
- Perform OS installation & troubleshooting (Windows, Windows Server, Linux, macOS) and hardware/software maintenance.
- Efficiently managed WordPress websites, BDJobs corporate panel (job postings and candidate tracking), HR payroll systems, and ensured secure database backups to maintain smooth HR operations.

Achievements:

- Implemented and maintained a reliable enterprise mail platform (Zimbra + Barracuda), reducing email incidents and improving security posture.
- Standardized workstation backup & restore processes (OS + applications), reducing recovery time during incidents.
- Streamlined recruitment workflows via BDJobs corporate panel management, improving time-to-hire coordination with HR.

Senior IT Officer — OK Mobile Ltd**Jan'14 to Mar'15****Responsibilities:**

- Provide desktop & laptop troubleshooting and OS installation support (Windows & macOS).
- Install and configure CCTV NVR/DVR systems and remote client access for live view and backups.
- Perform basic web design and WordPress site maintenance and backups.
- Create email accounts on cPanel and configure client mail settings across Outlook, Android and iOS.
- Support basic networking: router/AP/switch setup, RJ45 terminations and network troubleshooting.

Achievements:

- Deployed remote-capable CCTV/NVR systems, enabling centralized monitoring and recorded backups.
- Implemented standardized email setup procedures across devices, reducing end-user configuration issues.
- Supported website update maintenance and backup routines to ensure consistent online presence.

Academic Qualification:

- **B.Sc. in Computer Science & Engineering** from America Bangladesh University, with 3.60 in 2015
- **Diploma in Computer Engineering** from BCMC College of Engineering & Technology (4 years), Jessore in 2012.

Projects:

- Zimbra Mail Server Automated Backup
- Zimbra Mail Server to MS Exchange Mail Migration
- File Server Migration (Windows Shared Drive to TrueNAS Server)
- Backup System Automation with Jenkins, bash and power scripting
- Local Cloud Management (Ubuntu and Nextcloud)
- Windows 11 ISO Customization & Optimization for best performance

Training

- **DevOps Engineer (Linux, AWS, Git, Jenkins, Docker, Kubernetes)** — CSL Training (*Ongoing*)
- **Red Hat System Administration & Engineer (RHCSA & RHCE)** — Linux Pathshala
- **Linux Zimbra Mail Server Administration** — CSL Training
- **Windows Server 2022 Hybrid Administration** — CSL Training
- **MikroTik Certified Network Associate** — ITcian Guy

Certification:

- AWS Certified Solutions Architect – Associate (AWS)
- Google IT Support Professional - Coursera
- Linux System Administration with IBM Power Systems - Coursera
- Ethical Hacking, Network Analysis and Vulnerability Scanning - Alison
- General Data Protection Regulation (GDPR) - Alison
- Cyber Security V1 and V2 - Mukto Paath
- Digital Security Essentials - Mukto Paath
- Cyber Hygiene (SAJIDA Foundation & Google)
- Fortinet Enterprise Firewall Administrator - Coursera

Soft Skill: Time Management Problem Solving, Communication Skills, Analytical Skills, Hardworking Detail-Oriented Quick Learner with Adaptability, Team Player

Computer Skill: Linux & Windows servers, cloud & virtualization, Zimbra mail, WordPress, networking, automation & scripting, troubleshooting, backup & CCTV systems.

Language: Fluent in Bengali and working knowledge in English.

References:

1. **Md. Mahbubur Rahman Siddiqui**, Additional Country Head, Power China Hubei Electric Engineering Corporation
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2. **Md. Shariful Islam**, DevOps Manager, Cloudly Infotech Limited.
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Signature:

Date: 30/09/2025