

Ahsan Habib

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Certified and skilled IT Support Engineer with over 10 years of experience, holding certifications in **MTCNA, MTCRE, MTCSE, RHCSA**. Proficient in network design and deployment, escalation support, network troubleshooting, and system management. Adept at providing technical support, managing network operations, and maintaining comprehensive IT infrastructure.

Experience Summary

- **Network and System Administration:** Experienced in managing and administering Network, servers, including DHCP, DNS, File, Web, SQL, and Active Directory systems.
- **Cloud and Office 365 Management:** Skilled in managing Office 365 environments, cloud storage solutions, and collaboration tools like Teams and Zoom.
- **Security and Surveillance:** Experienced in implementing and managing access control, attendance systems, and surveillance solutions to safeguard organizational assets.
- **Website and Data Management:** Hands-on experience in website build-up & maintenance, data archiving, and repository management.
- **Technical Support and Troubleshooting:** Expertise in resolving hardware, software, and network issues, providing end-user support

Carrier Summary

- **10+ Years' Experience in the field of IT Sector**
- **Experience in Network and System Management**
- **Experience in Website and Server Management**
- **Experience in the Sector of IT, IT Security Management and IT Audit**
- **Experience in IT Operations Leadership and IT Training**

Professional Experience

Bor de Guna, Mirpur (May 2025- Present)

Senior Coordinator Admin & IT

- Lead IT operations, including network management, system maintenance, cybersecurity practices, and vendor communication. Handled IT equipment procurement, inventory monitoring, and asset reporting.
- Coordinate and oversee ERP system operations, ensuring accurate data flow, process optimization, and user support across departments.
- Handle E-Commerce operations, including product management, order processing workflow, online promotions coordination.
- Support administrative and accounts functions, including documentation, expense monitoring, reporting, and workflow coordination.

WATERAID BANGLADESH, Banani (April 2024- April 2025)

Admin & IT Associate

- Implemented Microsoft Intune for centralized cloud-based Windows device management, improving efficiency and control.
- Successfully migrated and redesigned the entire office network infrastructure, ensuring improved performance, security, and scalability.
- Managed WAB organizational data repository and ensured secure data archiving.
- Handled IT equipment procurement, inventory monitoring, and asset reporting.
- Administered Office 365 services, cloud storage, and overall IT infrastructure.

WATERAID BANGLADESH, Banani (December 2020- March 2024)

IT Retainer

- Managed and administered Domain Controller and Active Directory (AD) environments, including user account provisioning, policy configuration, and data server maintenance.
- Performed maintenance and troubleshooting of Local Area Network (LAN), network printers, antivirus systems, and IT peripherals such as PABX, multimedia devices, and fax machines to ensure smooth daily operations.
- Administered Biometric Attendance and Access Control Systems, and deployed and managed Surveillance & Security Camera Systems, ensuring accurate identity verification, reliable monitoring, and secure data storage for operational safety and compliance.

N2sys Technology, Baridhara DOHS (May 2016-December 2020)

Support Engineer IT

- Successfully Migrated a 100-user email system to Office 365 in 2 weeks, improving uptime to 99.9% and reducing server maintenance workload.
- Designed, deployed, and administered enterprise networks, including wireless routers and access points, ensuring stable and secure connectivity.
- Configured and managed Windows Server environments, including Active Directory, DNS, DHCP, and File Services.
- Implemented and managed surveillance & security camera systems,
- Installed and managed biometric attendance systems, ensuring accurate employee time tracking and reporting.

Assigned by N2sys Technology as a dedicated IT Support Engineer - Orbis International, RIB, PSTC, Toyota Tsusho Corporation, Jetro Japan, Sharmin Group, BigW & CronyTex.

Trends Bird, Dhaka (November 2014 – February 2016)

Executive, Digital Marketing

- Developing and managing digital marketing campaigns.
- Utilizing a range of techniques including paid search, SEO and PPC.
- Evaluating customer research, market conditions and competitor data.

Professional (Vendor) Certification & Course Complete

- MTCNA, MTCRE, MTCSE from MIKROTIK Certificate No: 2311NA8981, 2401RE3796, 2402SE4822
- RHCSA, RHCE from AT Computer Solution Ltd under Red Hat Linux Academy
- CCNA from AIUB
- Introduction to Cybersecurity from AIUB
- CyberOpsAssociate from Cisco Netacad
- Windows Server Administration | 2022 from Udemy

- Microsoft Office Course | Microsoft Outlook OneNote & Access from Udemy.
- Microsoft Windows Server | 2019 - Hands-on Training Part I & Part II from Udemy

Professional Skills

Programming Language:	C, C++, Php, My-SQL, SQL
Supporting Programming Language:	HTML, HTML5, CSS, CSS3, JavaScript, jQuery, Assembly
Framework:	WordPress, Bootstrap, Stylus
Networking:	Cisco, Meraki, Mikrotik and Wifi router configure, manage and troubleshooting
Server:	Windows Server 2008, 2012, 2016, 2019 Configure manage and Troubleshooting

Education

Bachelor's in computer science & Engineering (CSE)

University	Bangladesh University of Business & Technology
Faculty	Computer Science
Subject	Computer Science & Engineering
Passing Year	2014
Result	CGPA 2.75 out of 4

Higher Secondary Certificate (HSC)

Board	Dhaka Board
Institute	Dhanbari College
Group	Science
Passing Year	2008
Result	GPA 2.9 out of 5

Secondary School Certificate (SSC)

Board	Dhaka Board
Institute	Dhanbari Collegiate School
Group	Science
Passing Year	2005
Result	GPA 4.31 out of 5

Reference

Shafiqul Islam

Former Additional Secretary &
Current Advisor- Policy Advocacy
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I hereby declare that the information given is true to the best of my knowledge.

Ahsan Habib