

MD. ARIF

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Career Objective:

Working with high responsibility and honesty to show better performance in relevant field for the achievement of company objectives and missions. I would like to work in such a position where I could get dynamic break in my career.

Career Summary:

Total work experience is **25 years [1996 – 2021]** in ICT area with **15+ year's** experienced as a Manager in different Buying House and Liaison Office [Textile & Apparels]. Also having experience in Admin, Merchandise Control & Logistics Area. Vast Knowledge in IT Infrastructure Development, IT Budgeting, Business Development, Data Analysis.

- ## Nominated as **Best Employee** of the Year **2017** from **Gloria Jeans**
- ## Nominated as **Best Employee** of the Year **2008** from **Redcats Asia**
- ## Fellow Member of **CTO Forum**
- ## Member of **Bangladesh IT Professional Friends Club (BITPFC)**
- ## Infrastructure Development Experience : **5K+ Nodes , Data Center & Disaster Recovery (DC and DR) & 30+ Server Rooms**
- ## System Analyst, Architect and Design : Lots of Website, E-commerce Platforms and Business Model (Portfolio Added)

Special Qualification:

Work Experience in Different Role in various Local and Multinational Company as **IT Manager**, Merchandise Control Manager, **CTO**, **Chief Consultant**, **Business Development**, Import Consultant, SEO and Digital Marketing Manager.

Employment History:

Total Year of Experience: 25 Year(s)

Manager-ICT (October 01, 2018 - Continuing)

“Popular Diagnostic Center Ltd” (PDCL)
“Popular Medical College Hospital” (PMCH)
(A largest healthcare sector in Bangladesh)

Key Monitoring:

Manage 20+ Branch and Lead the team of 44+ ICT Executives and 120+ Call Center Executives.
MR of ISO 9001:2015 Certification & SAP Integration Project
Key Account Manager of PDCL Data Center (DC) and Disaster Recovery (DR)
Key Account Manager on behalf PDCL for CISCO, HP, DELL, Epson Products

Duties/Responsibilities:

- ## Manage **Akhil System (Miracle HIS)** and **System Network** (Diagnostic and Hospital Mgmt Software).
- ## Manage “**Patient Portal**”, **PSCH** (Popular Sample Collection from Home) Mobile Apps Admin Panel.
- ## Monitor **Data Center** servers (DB, Report and Application Server) and communication device Health Check.
- ## Monitor all branches ICT Activities & advise IT Officers to resolve their Issue on effective way.
- ## Approved Requisition and provide work order to different ICT Vendor after **CS**.
- ## Responsible for the security of information & Network of **Popular Diagnostic Center Ltd (PDCL)**.
- ## Implement **HP SimpliVity HCI** & HPE Server **HP DL380 Gen9** with **4 VMWare**
- ## Monitor **Core Router Cisco ISR 4431 + ASA 5525-X and CISCO ASR 1001, C1111,**
- ## Monitor **FortiGate 601E & 600D Firewall , Cisco Fire Power 2130** for Network and Servers.

- ## Manage **Core Switch Cisco Catalyst 3850, 9200L + Nexus 3172-T**
- ## Manage **Gsuite** and **Google Drive** Solution for Corporate User.
- ## Manage **AWS and Azure Cloud** Solution for Server Failover.

ISP Bandwidth & Performance Monitoring

- ## Monitoring ISP **120** MB Internet Bandwidth and 10G Data Connectivity Performance.
- ## Implement 2 ISP's 4 redounded connection (**Primary** and **secondary**) for load balancing and network failover.
- ## Monitor HO and Branch Offices ISP Fiber and Radio Both Link by **MRTG and Others NMS Tools**

Admin & Operational Responsibilities

- ## Monitor **Call Center Activities** and **Doctor Appointment** Software.
- ## Manage Elastix Server of Getco and SIP Phone (Brand Grand Stream & Yalink)
- ## Experience to work on **Cloud DR** (AwS and Azure) Both
- ## Manage and Monitor **DSS Server** (Digital surveillance System) for 100 NVR and 1500+ IPCAM's.
- ## Manage Corporate SIM for employee by **Telco Portal** along with **Team Tracker** and **VTS Tracker**.
- ## Monitor and advise about PDCL **Digital Marketing** related task.
- ## Monitor **e-HRM Software** and Server to help HR/Admin and Finance Dept.
- ## Deploy **Asset Management** Software
- ## Implement **IP Based PA System** in Different Branches.
- ## Implement TLA (Total LAB Automation) Project in PDCL Head Office Pathological Lab.
- ## Implemented LIS with Lab Machine

Portfolio During Job at "Popular Diagnostic Center Ltd" (PDCL) and "Popular Medical College Hospital" (PMCH)

Website:

<https://www.popularidiagnostic.com>

[Diagnostic Website Developed under my supervision]

<http://www.popular-hospital.com>

[Hospital Website Developed under my supervision]

<http://www.farmfreshorganics.com.bd>

[Organics Products E-Commerce From PDCL own Green House]

Mobile Apps

- Doctor Appointment
- Sample Collection from Home
- Task & Project Management Apps

IT & Merchandise Control Manager (June 01, 2016 – Sept'2018)

CJSC "Gloria Jeans" (Bangladesh Liaison Office)

Company Location : Dhaka, Head Office - **Russia**

Department: IT & Merchandise Control

Duties/Responsibilities:

- ## **2016** – Infrastructure Developed & Managing **Gloria Jeans** Office (90+ Nodes Network).
- 1. ## Troubleshoot of Network, hardware & software conflicts of all end user.
- ## Responsible for the security of information & Network of **Gloria Jeans**.
- ## Implement HPE Server **HP DL380 Gen9** with **4** VMWare
- ## Configure **Juniper** Router **SRX300** + **EX3300, 48-Port** POE Switch for Network.
- ## Managing **Aruba IAP-225 Wireless AP** for deff VLAN Segment Such as **GJ-Corporate** and **GJ-Guest** User.
- ## Manage **Office365** and **OneDrive** Solution.

ISP Bandwidth & Performance Monitoring

- ## Monitoring ISP **65** MB Bandwidth Performance by MRTG, Ping Test, Trecert & FTP Download.
- ## Implement 2 ISP's 4 redounded connection (**Primary** and **secondary**) for load balancing and network failover.

Installing, Configuring & Maintaining

- ## Maintain Network Security. (e.g.- Installing Firewalls, Passwords, Permissions, etc).
- ## Physical Security of Local Area Network (LAN).
- ## Monitor and Update Software (Windows Patch, Anti-Virus etc)
- ## Developing and Implementing Network Disaster Recovery (DR) Plan.
- ## Managing Multi-Function Network Printer with Fax , Scanner, and Copier.

Amber Road, 1C, Flex PLM, Nexus [GJ Web Based Database]

- ## To resolve problem of **Amber Road , 1C , Flex PLM & Nexus** for end user.
- ## Provide Induction training Session of **Amber Road , 1C , PLM & Nexus** for new employee.
- ## Provide Management Report from **Amber Road , 1C , PLM & Nexus**.
- ## Communicate with user for the problem of **Amber Road , 1C , PLM & Nexus** & update to **Russian Office** to resolve **those** Issue.
- ## Monitor **Amber Road, 1C , PLM & Nexus** Speed Performance daily/weekly basis.

IP Telephony

- ## Implement IP Phone System with **Avaya** and Asterisk Server.
- ## Co ordinate with **BTRC** and **IPTSP** Company to Implement IP Phone.

Admin & Operational Responsibilities

- ## Help to Admin and HR Manager to do some Admin Related Task like Attendance Software, VISIO.
- ## Manage Hotel Booking for GJ Russia / HK / China etc. Global Guest.
- ## Prepare Invitation Letter (IL) , VISA Process Documents & Air Ticket Reservation
- ## Airport Protocol related Task for GJ Local and Global Guest.
- ## Responsible for Fire Safety and Security
- ## Responsible for GJ Corporate Social Responsibility and Awareness.
- ## Responsible for Event Management including office outing and annual program.
- ## Responsible for Office Environment Control.
- ## Communicate and Co-ordinate with Supplier's and Vendors.

2. Chief Technology Officer (CTO) (April 01, 2014 – May 30, 2016)

Creative IT LTD

Creative IT Institute

Creative Clipping Path

Company Location : Dhaka

Duties/Responsibilities:

2015 – Infrastructure Developed **Creative IT** Office (150+ Nodes Network).

- ## Establish company's technical vision and leads all aspects of the company's technological development.
- ## Directs the company's strategic direction, development and future growth.
- ## Works in a consultative fashion with other department heads, such as marketing, production and operations as an adviser of technologies that may improve their efficiency and effectiveness.
- ## Provide leadership to department heads in a fashion that supports the company's culture, mission and values.
- ## Conducts research and case studies on leading edge technologies and makes determinations on the probability of implementation.
- ## Acts as a good steward of Creative IT resources and ensures control of IT and IO departmental budgets.

Established Below Goal for Creative IT

1. Identify new technologies, Identify opportunities and risks for the business.
2. Manage research and development (R&D)
3. Leverage technology across business units
4. Drive the business strategy & revenues
5. Reduce costs
6. Enhance client relationships, communications and collaboration
7. Build out or leverage existing IT infrastructure

ISP Bandwidth & Performance Monitoring

- ## Monitoring ISP Bandwidth & Performance.
- ## Implementing Mikrotik Router to find internal network broadcast.
- ## Implement 2 ISP connections in a single router for load balancing and network failover.
- ## Implement Primary and Secondary Link of a ISP with BGP.
- ## Monitor and Control User BW Usage by Proxy Server.

Portfolio During Job at Creative IT.

Below Web, Apps and Soft Design and Development and Implement under my supervision.

Manage Domain and Hosting Issue by VPS Server.

Website :

- <http://www.creativeit-inst.com> [Training Institute Website]
- <http://www.creativeit-ltd.com> [IT Enable Service]
- <http://www.creativeclippingpath.com> [Clipping Path Service]

Mobile Apps :

- <https://play.google.com/store/apps/details?id=cit.institute.psajm> [Training Institute Management]
- <https://play.google.com/store/apps/details?id=cit.bloodhero.psajmr> [Blood Doner Database with Finder]
- <https://play.google.com/store/apps/details?id=com.creativeit.androcit.bdolidays> [Holiday of Bangladesh]

3. IT & Merchandise Control Manager (November 01, 2009 - March 31, 2014)

Hermes - Otto International

Company Location : Dhaka Liaison Office , Head Office - **German**
Department: IT & Merchandise Control

Duties/Responsibilities:

- ## **2013** - Infrastructure Developed **Hermes Otto** Office **55 Nodes** Network with Server Room Configuration at Level 7
- ## **2010** - Infrastructure Developed **Hermes Otto** Office **85 Nodes** Network with Server Room Configuration at Level 9

Servers and Network Maintenance

- ## Maintaining Exchange 2003 and 2010 Mail Server, File Server , Proxy Server and Print Server for H-OI Dhaka Office.
- ## Backup User Data & User Mail PST file by **BESR** on **Dell Auto Loader** Tape Device + **QNAP NAS Storage**
- ## Managing Cisco + **Trapez** Wireless Access Controller for diff VLAN Segment such as Mobile / Public and Private User.
- ## **ISP Bandwidth & Performance Monitoring**
- ## **Hardware and Network Level all type of Installing, Configuring & Maintaining Task**

AllegroB and B2B Related [HOI Web Based Database]

- ## To resolve problem AllegroB / B2B for end user.
- ## Provide Induction training Session of AllegroB/B2B for new employee.
- ## Provide Management Report from AllegroB / B2B.
- ## Communicate with end user to find the problem of AllegroB / B2B & update to HKG and German Office.

IP Telephony

- ## Implement IP Phone System with **Grand Stream** and **MITEL** PABX
- ## Co ordinate with BTRC and IPTSP Organization to Implement IP Phone

Video Conference

- ## Implement Video conferencing Issue by **PolyCom VSX5000 & HDX7000**
- ## Implement Video conferencing Issue by Life Size Express 200

Attendant System , HRM & ERP Software

- ## Help HR Dept to developed **Attendant system & ERP software** user friendly.

Security Solution Maintain

- Implement CCTV Security Camera , Fire Control System and IP Based PA Solution.

4. IT Manager (November 01, 2006 - August 30, 2009)

Redcats Asia [Now Rename to KGS]

Company Location : Dhaka Liaison Office - Head Office - France

Duties/Responsibilities:

2009 – Infrastructure Developed **Redcats Asia** (Now KGS) Office **120+ Nodes** Network with Server Room Configuration

CBX Merchant Related [Redcats Web Based BI Database]

- To resolve problem CBX end user.
- Provide Induction training Session of CBX for new employee.
- Provide Management Report from CBX .
- Communicate with end user to find the problem of CBX & update to HK and German Office to resolve CBX Issue.
- Monitor CBX Speed Performance daily basis.

Video Conference

- Implement Video conferencing Issue by **PolyCom VSX5000 & HDX7000**
- Implement Video conferencing Issue with Polycom PVX Client Software
- Implement Video conferencing Issue by Skype/Google+ and WebEx.

Attendant System, HRM & ERP Software

- Help HR Dept to developed Attendant system & ERP software user friendly.

Security Solution Maintain

- Implement CCTV Security Camera , Fire Control System

5. IT and Logistic In charge (July 01, 2003 - October 31, 2006)

Hanes Europe GmbH / [Now Rename to Smart Pintables]

Company Location : Dhaka Liaison Office - A Sara Lee Group of Head Office - German

Department: IT & Logistic

Duties/Responsibilities:

2005 – Infrastructure Developed **Hanes Europe** Multi Stored Office (25+ Nodes Network)

- Find Mail related problem & resolve.
- Managing active directory, user accounts, such as passwords, storage space, and file-access privileges. Troubleshoot
- Troubleshoot of Network, hardware & software conflicts of all end use
- Updating Software (Windows Patch, Anti Virus etc)
- Managing Juniper & River Bed Data Compression Unit Security of Network
- Responsible for the security of information & Network of Hanes.

6. Software Trainer & Hardware Eng (April 01, 1996 - June 30, 2003)

Cosmic Computers

Company Location : Dhaka

Department: IT & Training

Duties/Responsibilities:

- ## Train to Trainer
- ## Conduct Hardware and Trouble Shooting & Networking Course
- ## Conduct Graphics Design & Multimedia Course
- ## Involve for Administrative Work.
- ## Deal with Customer as PRO.

Academic Qualification:

Exam Title	Major	Institute	Result	Pass. Year	Duration	Achievement
M.Com	Commerce	Tejgaon College	Second Class	2002	2001-02	Master of Commerce
B.Com	Business Studies	National University	Second Class	1996	1994-96	Bachelor of Commerce
H.S.C	Commerce	Tejgaon College	First Division, Marks :67%	1992	1992-94	80% Marks on 2 Subjects
S.S.C	Science	Rahamatullah Model High School	First Division, Marks :77%	1992	1990-92	Star Marks

Training Summary: Local and Overseas office

Training Title	Topic	Institute	Country	Location	Year	Duration
Train your Brain for Maximum Success	Mind Training Program	Sabit International	Bangladesh	Dhaka	2021	2 Days
Key User Training	Amber Road	Amber Road	Hong Kong	Kwun Tong Road	2017	14 days
Import Consultancy	Food Additive Product	Hangzhou Union Biotechnology Co	China	Hangzhou	2015	7 Day's
Masters on Quantum Method Meditation Course	Meditation & Self Control - Advance Level	Quantum Foundation	Bangladesh	Dhaka	2015	4 Days
Graduation on Quantum Method Meditation Course	Meditation & Self Control	Quantum Foundation	Bangladesh	Dhaka	2014	4 Days
Induction Training	IT & Merchandise Control	Otto International HK Office	Hong Kong	Peninsula Street	2010	7 Days
Event Management	Cultural Event Management	Half Moon Hotel	Bahrain	Manama	2001	3 Month
Diploma in Computer Graphics & Multimedia	Computer Graphics & Multimedia	FornixSoft	Bangladesh	Dhaka	2001	6 Month
Diploma in Computer Science & Technology	Computer Software & Hardware	NTRAMS	Bangladeshi	Dhaka	1994	12 Month

Professional Qualification:

Certification	Institute	Location	From	To
Digital Marketing	BITMS (SEIP Project)	Dhaka	October, 2015	Dec, 2015
Certified in Cisco Network Administrator	American International University of Bangladesh	Dhaka	October, 2008	December,2009
MCITP – Windows Server Active Directory Configuration	American International University of Bangladesh	Dhaka	June'2009	August'2009
Certified in Web Master	New Horizon	Dhaka	June 01, 2005	December 18, 2005
MCSE	New Horizon	Dhaka	May 01, 2002	September 01, 2002

Career and Application Information:

Looking For : High & Mid-Level Job
 Available For : Full Time
 Preferred Job Category : Buying House/Garments/Textile, IT/Telecommunication / Software Company
 Preferred Organization Types : **IT Enabled Service**, BPO/ Data Entry Firm, ISP, Computer Hardware/Network Companies, Consulting Firms, Garments, **Buying House, Hotel**, Real Estate, **Overseas Companies, Group of Companies**, Call Center.

Visited Country : **Hong Kong, China, Bahrain & India.**

Hobbies & Extra-Curricular Activities:

- ## Motivator Speaker **Business Development, Digital Marketing** and **Cyber Security**.
- ## Lifelong Blood Donor at **Quantum Blood Club**.
- ## Member of **Quantum Foundation**.
- ## Hobby **Reading Books, Singing** and **Guitar** Playing.

Summary of Infrastructure Development Experience: (5K+ Nodes & 2 DC/DR & 25+ Server Room)

- ## 2021 – DR Implementation Task Done with HP Simplivity HCI Solution.
- ## 2020 – **DC** Upgradation and **New DR** Development at **Popular Diagnostic Center Ltd.**
- ## 2019 – Infrastructure Developed **Popular Diagnostic Center (5 New Branch)** (400+ Nodes Network).
- ## 2018 – Infrastructure Developed **Prime Bank Finance & Investment Ltd. Chittagong Office** (20+ Nodes Network).
- ## 2017 – Infrastructure Developed **Prime Bank Finance, Dhaka, Banani Head Office** (80+ Nodes Network).
- ## 2016 – Infrastructure Developed & Managing **Gloria Jeans** Office (90+ Nodes Network).
- ## 2015 – Infrastructure Developed **Creative IT** Office (150+ Nodes Network).
- ## 2015 – Infrastructure Developed **JC Penny** Office **66 Nodes** Network with Server Room Configuration
- ## 2014 – Infrastructure Developed **Warnaco** Office **50+ Nodes** Network with Server Room Configuration
- ## 2013 – Infrastructure Developed **Hermes Otto** Office **55 Nodes** Network with Server Room Configuration at Level 7
- ## 2010 – Infrastructure Developed **Hermes Otto** Office **85 Nodes** Network with Server Room Configuration at Level 9
- ## 2009 – Infrastructure Developed **Redcats Asia** (Now KGS) Office **120+ Nodes** Network with Server Room Configuration
- ## 2005 – Infrastructure Developed **Hanes Europe** Multi Stored Office (25+ Nodes Network)

Personal Portfolio

I developed below website personally.

Website :

- <https://ozmdastagir.com>
- <http://uniquetradingbd.com>
- <http://mdt.com.bd>
- <https://quinta.com.bd>

- [Ortho & Spine Doctor Profile]
- [ICT Enable Products & Service]
- [Trading Company]
- [Real Estate Sector]

Specialization:

Fields of Specialization	Description
<ul style="list-style-type: none">• Windows Server(s) &• Wireless Network• Windows Administration & AD Management• Web Services (VPS, WHM & Cpanel Mgmt)• Switches/Routers & Firewalls Policy• Security, Load Balance & Failover Policy• Web and Apps Development Analyst• Digital Marketing (SEO, SMM, SMS, Email)	Worked As IT Manager / CTO & Chief Consultant on ICT Area

Language Proficiency: Bengali (Fluent) English (Fluent) , Hindi (Understandable) , Arabic (Reading)

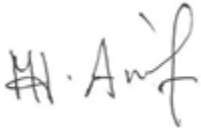
Personal Details :

Father's Name : Abdul Wahab
Mother's Name : Nazma Begum
Date of Birth : August 16, 1975
Gender : Male
Marital Status : Married
Nationality : Bangladeshi
National Id No. : **1906940893** Passport : **BR 0964699**
Religion : Islam
Permanent Address : 46/1 R.N.D Road, Kellar More Bazar, Lalbagh, Dhaka - 1211

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Ismail Khalil	Mr. Kamruzzaman
Organization	: Gloria Jeans Bangladesh liaison office	Stedman GmbH
Designation	: Manager - Admin, HR & Accounts	Admin & Finance Manager
Address	: Update Tower, (level - 13), Plot # 01, Sector # 06, Shahajalal Avn, Uttara, Dhaka	Road No# 8, Mohakhali, DOHS, Dhaka
Mobile	: +8801713145790	+ 8801786334455
E-Mail	: ismailamc2013@gmail.com	md.kamruzzaman07@gmail.com
Relation	: Professional	Professional

I would like to declare that above all information is authentic and correct.



Signature and Date
Mohammad Arif