

Zahurul Haque

APPLICATION SUPPORT ENGINEER

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Education

CENTRAL QUEENSLAND UNIVERSITY

Bachelor of Science in Information
Technology | 2004-2007

CANTERBURY COLLEGE

Diploma in Information Technology
Software Development | 2003-2004

Top Skills

Docker, Puppet, Docker Swarm,
PowerShell, Bash
AWS Linux AMI, Fedora & Ubuntu
Learning Devops Technology

Industry Certification

AWS Certified Solution Architect
Huawei Certified Network Associate

Strength

System Administration: Extensive experience setting up and managing windows server roles and features including Domain Controller, Active Directory, OU, GPO, Data sharing etc. Advanced skill in hardware and application troubleshooting.

Linux: Developed good skill for AWS Linux AMI. Currently hosting multiple websites on a t2-micro EC2 using Apache and recently using Docker. Also Implemented https forwarding, SSL on Linux environment.

Windows Messaging: Experienced setting up and configuring Microsoft Exchange Server 2010, 2013. DNS Validation, Creating/modifying email address, shared mailbox, shared calendar, distribution list and managing permission.

Virtualization: Experience of virtualization on windows hyper -V, VMware ESXi 6.5, vSphere, VMware player, Experience setting up MikroTik network virtualization. I maintain own home lab in a virtual environment, where I can deploy in a test environment before deploying in the production. Experienced with p2v, v2v transformation.

Networking: Enterprise-grade networking knowledge of Cabling, Routing, WAN, LAN, VLAN, QoS and various network protocol. Good command of using SSH. Experience setting up and managing SonicWALL firewall system. Good understanding of hosting DNS service on Linux platform.

Cloud Computing - AWS: Recently I have achieved AWS Certified SA qualification. I have Strong hands-on knowledge of VPC, Cloud front, S3, Glacier, AMI, EC2, Route53, DynamoDB, Elastic Load Balancing, Auto-Scaling, Cloud Formation and SAML. Currently working on a project to implement Amazon storage gateway for DR and backup solution. Implemented a Static website using S3 bucket.

Scripting: Experienced using Window Batch, AWS-CLI, PowerShell, an intermediate skill of Python, Bash, C++, YAML

Office 365: Experienced planning and deploying Office365 for midsize organizations including domain validation, DNS configuration, SPF.Storage: Good knowledge of NAS, iSCSI, and all AWS offered storage solution including versioning, Access control list, EBL, EFS, cross-region replication and AWS storage gateway.

Web Technology: Experienced with Httpd, Nginx for Fedora and Ubuntu and windows IIS service for implementing SMTP, FTP, HTML

Employment

HASELL STUDIO

Application Support Engineer | May 2018 - Current

- Using Windows Batch and PowerShell for automating Application Deployment
- Using Ivanti application control for securing SOE
- Automating AWS environment with AWS CLI in conjunction with window Batch and Powershell
- Managing AWS dev and Production environment
- Making internal recommendation while using ext consultancy service for migration
- Administrating ADFS, SAML services
- Administrating licensing for applications used in Architect industry
- Ensuring all studios across the Globe can use the company appStore round the clock
- Making AWS product recommendation for infra team for Storage, Computing, Networking and Database
- Preparing System Design report for Head Of IT
- Suggesting process improvement and contributing to IT WIKI
- Procure, package and deploy applications and software update
- Using Cherwell ticketing system for incident and change management
- Manage on premise VMware test environment for system design
- Manage windows based license server for various application

FASTWAY COURIERS (AN ARAMEX COMPANY)

IT Support Manager | June 2017 - May 2018

- Managing a team of two first level IT support analyst
- System administering MS domain environment with DC, AD, WSUS, SQL, SIP servers
- Management of GPO, AV, Firewall, Routing, Switch, DNS, DVR systems
- Hosting and Management of MS Exchange server, Administering user creation permission
- Responsible for IT procurement, asset management, deployment new IT system, and software
- Providing 2nd level desktop support with high level of communication for 110 onsite users
- Be responsible for developing, managing and implementing an ICT continuity
- Plan the IT system policies and practices of the company and Franchise Partner platforms
- Ongoing review and management of systems and methods of operations
- Occasionally support external clients through remote application. Eg TeamViewer, LogMeln
- Responsible for building and maintaining vendor relationships
- Visiting potential customer to discuss e-commerce solution and IT integration
- Ensuring compliance the Global Aramex IT Team

Implemented AWS storage gateway

Implemented WSUS Server

Currently working on migrating SQL server to AWS

Employment

MORAITIS COMMUNICATIONS (TELSTRA BUSINESS PARTNER)

L2/L3 System Support Engineer | Nov 2016 - June 2017

- Monitor 20+ client servers in a heavily virtualised environment
- Providing level 2 and level 3 desktop support to more than 100 external users
- Design and implement IT infrastructure solution for MSP client
- Quoting and Procuring IT hardware for client
- Providing implementation support for office 365, Skype for business, MS one drive
- Install and Administer Windows Active Directory, ADFS, Domain, GPO
- Install and administer Microsoft Exchange server
- Design network solution using Cisco and Huawei product
- Provide Storage solution on onsite NAS or on the cloud
- Sourcing Cisco/ Huawei managed switches, routers, 4G failover
- Implementing VLAN
- Following up daily data backup process for various clients
- Administering an in-house DNS, PABX, and Exchange server
- Administering an in-house Exchange 2013 server in a virtualized environment
- Visiting potential customer for providing IT infrastructure solution
- Implementing Telstra MDM for handheld mobile device for organisation
- Preparing IT executive summary for managed service client on monthly basis
- Making cold call to random business, analyse and suggest IT solution

HASSELL STUDIO - SYDNEY

Studio Technology Manager | Aug 2016 - Sep 2016

- Providing 2nd label IT support for 200+ users at three different sites in Sydney including VIP
- Using SCCM 2012 for administration and deployment
- Providing support for Skype for business, Office365 and Office 2013
- Using ConnectWise ticketing system for incident and change management
- Administering Active Directory, Exchange server, and GPO
- Following up daily data backup process
- Manage and administer meeting room AV system
- Preparing IT report for National IT Manager, Attend weekly IT teleconference
- Suggesting process improvement and contributing to IT WIKI on a regular basis
- Procure and install IT hardware
- Providing Support for IOS device
- Conduct IT induction for new employee

FASTWAY COURIERS

IT Manager | March 2012 - Feb 2016

- Providing support for 200+ mobile phone device running on windows 6 OS
- System administering MS domain environment with DC, AD, SQL, SIP servers
- Management of GPO, AV, Firewall, Routing, Switch, DNS, DVR systems
- Hosting and Management of MS Exchange server, Administering user creation permission
- Responsible for IT procurement, asset management, deployment new IT system, and software
- Providing desktop support with high level of communication for 110 onsite users
- Be responsible for developing, managing and implementing an ICT continuity
- Plan the IT system policies and practices of the company and Franchise Partner platforms
- Ongoing review and management of systems and methods of operations
- Support external clients through the remote application. Eg TeamViewer
- Responsible for building and maintaining vendor relationships
- Visiting potential customer to discuss e-commerce solution and IT integration
- Liaising Global IT team in NZ

NCS AUSTRALIA - PARENT COMPANY OF OPTUS

Desktop Analyst and Duty Coordinator | May 2010 - Feb 2012

- Providing desktop and application support for Optus employee
- Supporting over 50+ application used in telecom industries
- Providing remote support using MS remote support tool
- Provisioning Network VPN access, Wifi access and printer access
- Create, modify – Email addresses, Distribution list, and other exchange services
- Administration of accounts in Active Directory
- Logging case for Second level support
- Updating supporting knowledge base system
- Handling case with different severity

TELETECH AUSTRALIA (BUSINESS SUPPORT FOR BIGPOND)

Customer Service Representative | Feb 2008 - April 2010

- Providing technical support to Bigpond ADSL/Cable customer on the phone
- Escalating complex issues to 2nd label support

REFERENCE AVAILABLE ON REQUEST

Procure and deploy 200+ Intermec CN51 device
Implementing Tap and Print function for MFD
Migrating from Lotus Domino server to MS exchange