

MUHAMMAD AFRUZUR RAHMAN

KEY SKILLS

Windows Server 2003, Server 2008 Administration

Terminal Server Administration (2003, 2008)

Configuring & Maintaining Highly Available & Reliable Systems

Managing Active Directory

Group Policy Object Management

Authentication & Network Access Control

Risk Management

System Monitoring

System Integration Planning & Implementation

System Upgrade Planning & Implementation

Regulatory Compliance

Liaison between non-technical clients and technical clients across the province

Diplomacy

Jargon free writing & verbal communication

OBJECTIVE

To secure placement in the UNBC MBA program and to continue on my path of education, enlightenment and fulfillment through working, living and supporting my community. To affect positive change where I am able, and to continue to work hard to reach my personal goals and potential.

TECHNOLOGY SUMMARY

Hardware	Different models of IBM (eServer xSeries, Lenovo, IdeaPad), DELL (PowerEdge Series servers, Precision Workstations, Inspiron, Latitude, Vostro, Color Laser 3130cn), Acer (Aspire, TravelMate), Toshiba (Satellite, Portege), Compaq (Presario), HP(Mini, Pavilion, HP LaserJet), laptop, servers and different Xerox (WorkCenter, Multi-function WorkCenter Pro) printers. Bomgar remote support server, BlackBerry, and iPhone.
Operating Systems	Windows Server (2000, 2003, 2008), Terminal Server, Remote Desktop, Windows Operating Systems (XP, Vista, Windows 7), Linux Operating Systems (SuSi, Knopix, Ubuntu), Symantec Ghost Server
Networking	LANs, WANs, VPNs, Routers, Firewalls, TCP/IP
Productivity Software	MS Office (Word, Excel, Outlook, Access, PowerPoint), Adobe Professional, Lotus/Domino, Rumba, HP Open View, Solar Winds, LiveTime, Symantec and McAfee enterprise suite, Veritas Backup Exec.
Programing	Oracle (8), MySQL, Visual Basic, C and C++, PHP
Web	WordPress, IIS, Apache, cPanel

WORK HISTORY

University of Northern British Columbia **System Administrator I**, August 2010 – Present

- Several key roles as the Microsoft Windows Server 2003 and 2008 administrator, Terminal server (MS Server 2003), Remote Desktop Administrator (MS Server 2008), Symantec Ghost Server Administrator, Bomgar (B200) remote support server administrator. Also monitored performance for all these systems.
- Managed active directory and network access control through.
- Administer secured online exams for medical students (IDEAL server) and Medical Council of Canada Qualifying Examination (MCCQ).
- Complied with regulatory compliance for software licensing, different exam entities, hardware purchasing procedure, computer lab and server infrastructure capital renewal procedure for distributed medical program (UNBC, UBC, UVic).
- Utilized diplomacy in obtaining required support from different health authorities and universities.
- Team member and technical support provider of initiatives such as "mobile learning" & "Remote Health Youtube Mediated Education."

EDUCATION

2011 (Expected) - University of Northern British Columbia:

Bachelor of Commerce in Marketing and Human Resources Management

2004 - College of New Caledonia:

Certificate and Diploma in Computer Information Systems

2001 - National Computer Council of UK:

International Diploma in Computer Information Systems

CERTIFICATION

MCP – 2009

MCTS - 2010

TRAINING

2010 – UNBC:

Understanding the essentials of Project Management

2010 – UNBC: Managing with Microsoft Project

2010 – UNBC: Moving Up To Supervisor

2009 – California:

Microsoft TechEd Conference

2008 – UNBC: Suited for Success

2007 – Edmonton:

Tendberg Certification – Level One

2007 – Vancouver:

Audio Visual training through MC²

2006 – Vancouver: Mac OS X Support Essentials

University of Northern British Columbia Computer Support Specialist, February 2007 – August 2010

- Held several key roles as the Microsoft Windows Server 2003 and 2008 administrator, Terminal server (MS Server 2003), Remote Desktop Administrator (MS Server 2008), Symantec Ghost Server Administrator, Bomgar (B200) remote support server administrator. Also monitored performance for all these systems.
- Managed active directory and network access control through.
- Administer online exams for medical students (IDEAL server) and Medical Council of Canada Qualifying Examination (MCCQ) via group policy and proprietary Virtual Private Network.
- Complied with regulatory compliance for software licensing, different exam entities, hardware purchasing procedure, computer lab and server infrastructure capital renewal procedure for distributed medical program (UNBC, UBC, UVic).
- Proposed and implemented remote support server and online exam server infrastructure implementation both verbally & in writing to technical and non-technical clients. Also required risk assessment of each solutions.
- Utilized diplomacy in obtaining required support from different health authorities and universities.
- Team member and technical support provider of initiatives such as “mobile learning” & “Remote Health Youtube Mediated Education.”

University of Northern British Columbia Microsupport I, June 2005 – February 2007

- Provided Tier 1 support for 200 faculty members and 500 employees including printing, user account setup, lab software install, email, LiveTime database maintenance.
- Support diverse range of user base for MAC, Linux, and Windows background.
- Wrote & maintain user documentation to reduce helpdesk calls.

University of Northern British Columbia Computer Lab Technician, June 2004 – June 2005

- Provided Tier 1 support for 3000 students printing, user account setup, email troubleshooting.
- Wrote and maintained user documentation and built student helpdesk website in making helpdesk work more efficiently and reduce support requests.

Abitibi Consolidated of Canada Information Technology Intern, April 2002 – April 2003

- Equivalent to Tier 2 Desktop Support consisting of administration of more than 700 users, 14 NT4 and Windows 2000 Servers with over 250 Desktop PC's & over 30 Laptops. Supported and troubleshoot both business and process network PCs (with Windows 95/98/NT4/2000) and their connection to the TCP/IP network, print queue management and creation.
- Combined communication and interpersonal skills to promote Lotus Notes/Domino mail service from Outlook/Exchange according to corporate standard.
- Installed Tier A Server, and Server Network Backup monitoring using Veritas Exec View, configured and managed layer two/three switches and radios.

VOLUNTEER EXPERIENCE

2009:

- Volunteer soccer coach for Prince George Youth Soccer Association.

2010:

- Volunteer soccer coach for Prince George Youth Soccer Association.
- Committee member for International Linkage Committee with the City of Prince George.

LANGUAGES

- Multilingual. Able to speak, read and write both English and Bengali. I also have conversational ability in Hindi.

REFERENCES

Glen Montgomery <i>Manager, Enterprise Infrastructure University of Northern BC.</i> Phone: 250.960.6517 E-mail: glen@unbc.ca	Michelle Oster <i>Manager, Curriculum & Assessment Year One and Two</i> <i>Northern Medical Program - UNBC</i> Phone: 250.960.5144 Email: osterm@unbc.ca
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For an up-to-date career portfolio please visit: <http://www.muhammadrahman.com>