

## Contact

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(LinkedIn)  
[afsersid.github.io/](https://github.com/afsersid) (Portfolio)

## Top Skills

Critical Thinking  
IT support  
Information Security

## Languages

French (Elementary)  
Bengali (Native or Bilingual)  
English (Full Professional)  
Hindi (Limited Working)

## Certifications

Verified International Academic  
Qualifications  
Accredited Technical Professional -  
BladeSystem Solutions Support V8  
ITP (Information Technology  
Professional)  
Certified in Cybersecurity (CC)  
Accredited Systems Engineer - HP  
ProLiant ML/DL/SL Servers [2010]

# Md Nurul Afser Siddique

IT Professional | IT Service Desk Analyst | IT Security Analyst |  
Systems Administrator | Canada [M.Engg., B.Sc.] [Azure, CC, CDFE,  
CEH, ISO27001 LA]

Regina, Saskatchewan, Canada

## Summary

IT Professional with inclusive knowledge and hands-on experience in IT Service Desk, Information Security, and System Administration domains. Overall 13+ years of career in the IT Services and financial industry.

### IT Service Desk:

Provided technical help for users. Responded to inquiries, and evaluated and resolved issues relating to IT equipment and applications following policy, processes, and guidelines.

### IT Security:

Developed and updated security policies, and procedures and incorporated processes according to the industrial standards and frameworks. Played a primary role in implementing information security projects such as SIEM, SOC, VAPT service, PAM, ISO27001 ISMS certification, Risk assessments, etc. from start to end. Carried out internal security audits to point out vulnerabilities and assist in remediation. Conducted periodic cybersecurity awareness training among employees to meet regulatory compliance, promoted a security-driven culture, and made them aware of the consequences of any security breaches by potential threats.

### IT Administration:

Installed, configured, tested, deployed, and managed servers, storage devices, backup devices, network devices, operating systems, applications, and communication links of DC, DRS, etc. Documented and resolved IT technical issues on desktops, servers, programs, laptops, printers, IP phones, and network devices. Developed and maintained IT strategic plan, technical documentation, change management plan, operational procedures,

incident report, FAQ, user manual, network and system policies, and procedural manuals.

#### Soft Skills:

Time management, Communication, Problem-solving, Teamwork, Creativity, Leadership, Attention to detail and Accuracy

Summary of Skills: IT Security, System and Network Administration, IT Service Desk and support, Data Analysis, Policy and processes, Cybersecurity, SIEM, VAPT, ISO 27001, Internal Audit, Threat Risk Assessment, Identity Access Management, Creative Writing, Windows and Linux, Active Directory, Exchange, SCCM, Servers, Desktops, and Peripherals, etc.

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## Experience

### London Drugs

Tech Specialist

September 2023 - Present (5 months)

Regina, Saskatchewan, Canada

### National Bank Limited

Principal Officer

June 2015 - July 2023 (8 years 2 months)

Dhaka, Bangladesh

### Dutch-Bangla Bank Limited

Officer (Network and System)

January 2013 - May 2015 (2 years 5 months)

Dhaka, Bangladesh

### Data Edge Limited

System Support Specialist

February 2010 - December 2012 (2 years 11 months)

Dhaka, Bangladesh

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## Education

Bangladesh University of Engineering and Technology

Master of Engineering - MEng, Advanced Engineering Management · (October 2014 - February 2019)

Bangladesh University of Professionals (BUP)

Bachelor of Science - BSc, Computer Science & Engineering · (2005 - 2008)