

MD. MAHMUDUL HASAN

IT & Cybersecurity Leader

CEH v13 | ISO 27001 | ITIL 4 | NSE 4 | CCNA | MTCNA | MTCRE | MTCSE | AWS | CHISSP

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PROFESSIONAL SUMMARY

Results-driven **IT & Cybersecurity Leader** with **13+ years** of experience directing enterprise IT infrastructure, network engineering, information security, and IT service management for multi-site industrial and technology organizations. Currently leading IT Infrastructure, Network, Data Center, ERP, Information Security, and Cybersecurity Operations at **Akij Resource**, following 11+ years building and running enterprise-scale IT and security operations at **Walton Hi-Tech Industries PLC**. Proven track record implementing **ISO/IEC 27001** and **ITIL 4** frameworks, deploying **AI-driven security monitoring**, and building centralized SOC/NOC operations that measurably reduce incidents and improve uptime. Skilled at aligning IT strategy with business objectives and leading cross-functional teams across corporate, factory, and nationwide branch operations.

CORE COMPETENCIES

- **IT Governance, Risk & Compliance (GRC)** — ISO/IEC 27001, ITIL 4 Framework, IT Policy & Audit
- **Cybersecurity Operations** — SOC, SIEM, EDR, Vulnerability Management, Incident Response, Access Control
- **Enterprise Networking** — Firewall (FortiGate), Cisco, MikroTik, VLAN, VPN, Routing, Switching, ISP Management
- **IT Infrastructure & Operations** — Servers, Virtualization, Storage, Backup, Business Continuity & DR
- **ITSM** — Incident, Change, Problem, Service Request & Escalation Management
- **Identity & Access Management** — Provisioning, Access Reviews, Privileged Access, Onboarding/Offboarding
- **Vendor & Project Management** — Procurement, Technical Evaluation, BOQ Preparation, Multi-site Deployment
- **Leadership** — IT Team Management, Talent Development, Stakeholder & Cross-functional Collaboration

KEY ACHIEVEMENTS

- **AI-Driven Security Monitoring:** Implemented AI-assisted security monitoring, improving threat visibility, anomaly detection, and proactive security operations.
- **AI-Enabled ITSM Automation:** Integrated Claude and AI-based MCP/API connectivity into ITSM workflows, accelerating information exchange and incident management.
- **Centralized IT & Cybersecurity Platform:** Designed a unified, open-source/code-based platform integrating IT operations, security monitoring, and ITSM functions.
- **Centralized NOC:** Established a Network Operations Center delivering unified monitoring, visibility, and incident response across all business sites.
- **ISO/IEC 27001 ISMS Implementation:** Led end-to-end rollout of information security policies, risk management, controls, and governance documentation.
- **ITIL 4 ITSM Deployment:** Introduced structured Incident, Change, Problem, Service Request, and Escalation Management, improving service consistency.
- **Multi-site Infrastructure Rollout:** Installed complete IT infrastructure for **30+ new branch offices** nationwide.
- **Operational Excellence:** Sustained **99%+ uptime** and **95% resolution efficiency** across IT operations for 2,000+ users.
- **Security Impact:** Reduced security incidents by **40–60%** via SOC/SIEM deployment; cut incident response time from **2 hours to 20 minutes**; achieved **95% vulnerability remediation** within SLA.
- **Security Awareness Program:** Led organization-wide cybersecurity training, reducing security incidents by **30%**.
- **Recognition:** Awarded '**Best Employee Award**' for outstanding IT service delivery.
- **Government ICT Projects:** Delivered nationwide ICT deployments for Bangladesh Bank, Primary Education, Land Ministry, Bangladesh Zila Parishad Election, and the Bangladesh Census (laptops, desktops, routers, switches, CCTV surveillance).

PROFESSIONAL EXPERIENCE

Group Lead (Dy. Manager)- IT Infrastructure & Cybersecurity | Akij Resource Group

Jul 2026 – Present

Dhaka, Bangladesh

- Lead and manage IT Infrastructure, Network, Information Security, Cybersecurity, and IT Operations across the organization.
- Develop and implement IT governance, policies, SOPs, and security controls aligned with **ISO/IEC 27001** and **ITIL** frameworks.
- Manage enterprise network infrastructure — Firewall, Switching, Wi-Fi, VLAN, VPN, Routing, ISP connectivity, and monitoring.
- Oversee Servers, Virtualization, Storage, and Backup to ensure availability, performance, and business continuity.
- Established ITSM processes covering Incident, Change, Problem, Service Request, and Escalation Management.

- Lead Cybersecurity Operations including SIEM/SOC monitoring, vulnerability management, endpoint security, and incident response.
- Implement and maintain the ISMS — risk assessment, risk register, controls, and compliance documentation.
- Manage Identity & Access Management lifecycle: provisioning, access review, privileged access, onboarding/off boarding.
- Lead IT infrastructure deployment and standardization across corporate offices, showrooms, and business locations.
- Manage IT vendors, ISPs, procurement, technical evaluation, and BOQ preparation for infrastructure projects.
- Maintain asset inventory, network diagrams, SOPs, and escalation/responsibility matrices; conduct risk and compliance assessments.
- Lead organization-wide cybersecurity awareness training; prepare executive IT, security, and risk reports and roadmaps.

Group IT Lead (Sr. AD) – ICT Department | Walton Group.

Feb 2015 – Jul 2026 (11.3 Years)

Dhaka, Bangladesh

- Oversaw IT Governance, Risk & Compliance and Cybersecurity for the organization, aligned to **ISO 27001** and **ITIL**.
- Directed IT operations, infrastructure, network, server, CCTV, and support, ensuring seamless service delivery for **2,000+ users**.
- Directed IT strategy, policy, planning, and cybersecurity governance aligned with business objectives.
- Managed enterprise SOC, NOC, Firewall, and networking (Fortinet, Cisco, MikroTik) including SIEM, EDR, VPN, VLAN, load balancing, auto-failover, and link redundancy across corporate, factory, and nationwide branch operations.
- Owned Business Continuity, DR, Backup, and IT operations optimization.
- Supervised implementation of IT infrastructure, Oracle EBS, CRM, POS, Active Directory, and IT automation systems.
- Led IT audit, asset and vendor management, SLA management, IT budgeting, and performance evaluation.
- Mentored IT engineers and ensured compliance with ISO 27001 and ITIL 4 frameworks.

IT Officer | Synesis IT PLC.

Jul 2013 – Feb 2015 (1.7 Years)

Dhaka, Bangladesh

- Supported Linux-based call center infrastructure and enterprise-level network equipment.
- Delivered end-user support, Vici Dial and call center system maintenance, and incident resolution.
- Managed network, server, CCTV, DVR, and surveillance systems to support business continuity.

EDUCATION

- **MBA, Human Resource Management** — Begum Rokeya University (Public) | 2024 | CGPA 3.90/4.00
- **BSc, Computer Science & Engineering** — Daffodil International University | 2015 | CGPA 3.53/4.00
- **Diploma, Telecommunication Engineering** — Tangail Polytechnic Institute (Govt.) | 2011 | CGPA 3.16/4.00

PROFESSIONAL / VENDOR CERTIFICATIONS

- CEH v13 – Certified Ethical Hacker v13 (2026)
- Fortinet NSE 4 – Network Security Expert (2026)
- MTCNA – MikroTik Certified Network Associate (2025)
- MTCRE – MikroTik Certified Routing Engineer (2025)
- MTCSE – MikroTik Certified Security Engineer (2025)

COURSES & TRAINING

- ISO 27001 Lead Auditor – ISMS, Alison (2025) • CCNA, Cisco Networking Academy (2026) • ITIL 4 Foundation, Udemy (2025)
- AWS Cloud Technical Essentials, Grameenphone Academy (2025) • CHISSP, Udemy (2025) • Linux Network Administrator, Alison (2025)
- Cisco Network Support and Security (2025) • Introduction to Cybersecurity, Cisco (2025) • Policy Development Process, APNIC Academy (2025)
- Healthcare Information Systems (HIS), Udemy (2025) • Windows Server 2016 Administration, CSL IT (2020)

LANGUAGES

- Bengali — Native | English — Professional Working Proficiency | Hindi — Beginner