

ARMAN ULLAH SIDDIQUEE

✉ armanullah.siddiquee@outlook.com | 📞 +966571163172 | 🔗 linkedin.com/in/arman-ullah/ | 📍 Riyadh, Saudi Arabia



PROFESSIONAL SUMMARY

IT professional with 9 years of experience in IT infrastructure, system & network administration, Microsoft 365, IT service management, and L1-L3 support. Equipped with global IT certifications and advanced university degree, I specialize in delivering efficient IT solutions aligned with business goals. Experienced in working with multicultural workplace and international stakeholders, **currently pursuing career in kingdom of Saudi Arabia** with aspiration, learning quest and being open to negotiation.

SKILLSs

- **Microsoft Products (Cloud/SaaS):** Microsoft 365, Azure, SharePoint, OneDrive, Exchange, Teams, MDM, Intune/Endpoint
- **System Administration:** Windows Server (Active Directory, DNS, RADIUS, GPO, CA etc.), Linux System (Ubuntu/RedHat), Operating Systems (Windows/macOS), Virtualization (Hyper-V, VMware ESXi), Identity and Access Management (IAM)
- **Network Engineering:** Enterprise Network Design (LAN, WAN), Firewall Management (FortiGate), SDWAN Configuration, Routing & Switching (OSPF, RIP, STP), Network Segmentation (DMZ, VLAN & Trunking), VPN Configuration (Site-to-Site, OVPN, L2TP), Data Security (Bitlocker, SSL/TLS, IPSEC), Network Security & Zero Trust Architecture, IDS/IPS
- **Network Monitoring:** PRTG, Zabbix, EMCO Ping Monitor, Wireshark, SNMP V3
- **IT Service Management:** Ticketing System (Easy Vista GSMT, ServiceNow, Freshdesk), Incident Management, Disaster Recovery Plan (DRP), Annual Procurement Plan (APP), IT Procurement Evaluation and Analysis, Contingency Stock.
- **Automation and Scripting:** Bash, PowerShell

CERTIFICATIONS

Google PMP, ITIL Foundation, Microsoft Azure Administrator Associate, CCNA, MCSA, MTCNA, (Fortinet) NSE 1-2

Verification details (Hyperlinked): LinkedIn Europass Credly

WORK EXPERIENCE (Total: 9Years)

- 1. Core Networking & Technology** **Chattogram, Bangladesh**
IT Consultant (Network & System) *June 2024 - April 2025*
 - Provided a 3-tier power backup solution for a college lab servers, and fixed server operation disruption.
 - Resolved VPN function failure for a corporate client, and enhanced network security.
 - Delivered IT infrastructure recommendations, including network optimization and disaster recovery for few clients.
- 2. United Nations World Food Programme (UN-WFP)** **Cox's Bazar, Bangladesh**
IT Operations Assistant (Infrastructure) *Sep 2018 - June 2024*
 - Provided L1-L3 technical support to over 250 employees resolving 60% queries on first contact via phone, email, including Microsoft 365 queries and Endpoint (Intune) management
 - Led network infrastructure ensuring 99.5% uptime, backups operation, streamlined 3 failover uplinks, mitigated vulnerabilities.
 - Designed a network solution for 56 remote sites with OVPN architecture and gained 20% workforce efficiency in field movement.
 - Administered IT system with 6 physical servers (Dell PE R740) with VMware ESXi for Windows Servers (Active Directory, DNS, RADIUS) and Linux (Zabbix, FTP, NTP, Radius Desk).
 - Introduced AD integrated secure print solution (Kofax Control Suite) resulted in 95% waste reduction, improved conferencing system (Poly RealPresence) resulting 90% improvement with 3 upstream redundant links.
 - Achieved a 54% cost reduction in SLA for Internet service agreements and ensured 30% contingency stock of IT equipment through continuous vendor communications and procurement.
 - Deployed IT system in 5 field offices establishing inter-office data channel over VPN.
 - Restored core IT infrastructure after 2 cyclones and 2 electrical surges, leveraging Disaster Recovery Plan (DRP) and Simulation.
 - Maintained a breach-free IT environment over 6 years complying IT security standard, user training on technical capacity development and cyber security awareness.
- 3. United Nations World Food Programme (Specialized Int'l UN mission)** **Mek'ele, TI, Ethiopia**
IT Officer (IT & Telecom) *Sep 2021 - Dec 2021*
 - Improved HF and VHF network for UN operation, established an Emergency Communication Center (ECC).
 - Restructured Wi-Fi network for 100% coverage mapping, mitigated unauthorized access issue enhancing network security.
 - Upgraded Security Operations Center (SOC) commissioning 3 SAT phones and 3 SAT AP stations.
 - Conducted technical training to 6 SOC/radio operators, 47 UN drivers, and 150 UN personnel.

4. PRONAYON

IT Officer

Chattogram, Bangladesh

October 2015 - September 2018

- Managed a team of 6-member coordinating the operation of over 70 users ensuring smooth IT services availability and provided IT solutions for successful construction projects.
- Administered IT system for 3 years, deployed file server, configured Site-to-site VPN tunnels, print server.
- Enhanced IT services delivery (network, server, conferencing system and collaboration equipment) valued at approximately \$30,000 investment leading to a significant boost in performance.

5. Naturub Accessories Pvt. Ltd.

Jr. IT Executive

Chattogram, Bangladesh

June 2015 - October 2015

- Supported over 100 users and handled LAN/WAN troubleshooting, Windows Server 2008, Active Directory queries, IT asset inventory, PABX, CCTV, Attendance devices and 2 remote offices.

EDUCATION

- **IsDB-BISEW** **February 2014 - June 2015**
Diploma in Computer Networking Technologies
Coursework: CompTIA A+, CompTIA N+, Data Communications System, Network and System Administration, Windows Server, Linux System Administration,
- **National University Bangladesh** **July 2012 - June 2013**
Master's, English
Note: The credential is assessed and verified by the University of Toronto, CES.
- **National University Bangladesh** **June 2008 - May 2012**
Bachelor's, English
Note: The credential is assessed and verified by the Saudi Authority (Mosadaga), trusted by Ministry of Education.

PROJECTS

1. Connectivity for Humanitarians (C4H)

Co-Manager

Cox's Bazar, Bangladesh

February 2023 - December 2023

- Developed a unified network for 4000 clients and for all regional sites, achieving 99.99% availability, 3 core uplinks with SDWAN configuration, 2 VPN tunnels and DMZ network segmentation, single-sign-on (SSO)
- Commissioned FortiGate Firewall for network security and as part of IDS/IPS solution.
- Achieved staffing costs reduction by 50% minimizing dependency on international workforce.

System Components: FortiGate Firewall, ESXi, Ubuntu Linux for Radius Desk (RD) MariaDB, Grafana and Zabbix, Unifi, MikroTik RB for OVPN, WPA3

2. Cox's Bazar Area Office Expansion Project

Project Manager

Cox's Bazar, Bangladesh

July 2022 - September 2022

- Added 250 workstations, 1 additional datacenter, and 2 network terminals, 100% WiFi coverage.
- Designed TCP/IP networks, VLAN and 300-meter long underground inter-office Fibre data link.
- Deployed 3 enterprise conference rooms with Poly RealPresence and Trio.

System Components: FortiGate Firewall, Dell PE, Cisco WLC and Catalyst, ESXi, Linux, Windows (RODC), Poly, Kofax Control Suite

3. Connectivity project in Bhasanchar Island for UN humanitarian operation

Co-Manager

Chattogram, Bangladesh

January 2022 - March 2022

- Commissioned layer-3 IP networks for over 3000 users, with 3 upstream links, and P2P microwave links.
- Set up two 43 km microwave airFiber links from the mainland as upstream link.
- Secured network with WPA3 Enterprise access control system on Linux based AAA service (Radius Desk).

System Components: ESXi, PRTG, Unifi Gateway, Unifi Controller, MikroTik RB, Radius Desk, Ubuntu Linux, MariaDB, WPA3

4. United Nations Voluntary Contribution

Translator: English to Bangla translation of website content

Remote

February 2017 - February 2017

- Awarded Volunteer of "Access Agriculture", a non-profit organization, a voluntary support for SDG in Feb 17, 2019

TRAININGS

- "Network Management & Monitoring" by CSL Training
- "Leadership Training" by WFP
- "Emergency Telecom Training (ETT)", by UNICEF Agora
- "Privileged Access Training (Admin Account)" by WFP
- "Cyber Security Awareness Essentials" by WFP