

MD FAHMID WASIF

IT Governance | GRC | Cybersecurity | Disaster Recovery

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CAREER OBJECTIVE

Accomplished IT Governance, GRC, and Disaster Recovery professional with 13+ years of enterprise-wide experience spanning Banking, Manufacturing, and Education sectors. Seeking a senior role in New Zealand where I can leverage proven expertise in regulatory compliance, risk management, IT service management, and business continuity to drive organisational resilience and security excellence. Committed to bridging the gap between technical execution and regulatory intent, while continuing to advance cybersecurity knowledge through a Master of Professional Studies in Digital Security at the University of Auckland.

CORE SKILLS

Governance & GRC: ISO/IEC 42001 (AI), ISO/IEC 27001/20000/9001, NIST CSF, ITIL v3/v4, PCI-DSS

Risk Management: Enterprise Risk Assessment, Risk Register Management, KRI Development, Third-Party Risk Assessment, IT Risk Framework, Regulatory Audit Management

Disaster Recovery & BCP: Enterprise BCP Development, DR Framework Design, RTO/RPO Optimisation, Crisis Management, DR Testing & Validation, Critical Application Categorisation (C1/C2/C3)

IT Service Management: ITSM Implementation (ServiceNow, ManageEngine, SCSM), Incident/Problem/Change Management, Service Level Management, CMDB Management, Help Desk Operations

Infrastructure & Security: LAN/WAN, Firewall & VPN, Active Directory, Microsoft 365 Administration, Cloud Governance (Azure, OCI), Vulnerability Assessment, Patch Management, Antivirus Management

Technical Expertise: Windows Server, Oracle Cloud Infrastructure, Microsoft Azure, Fortinet NSE4, Desktop/Laptop Support (L1-L3), Mobile Device Management, ERP Implementation

Governance Documentation: Policy Development, Standards Development, Procedure Documentation, Compliance Reporting, Dashboard Creation, Stakeholder Communication

Leadership & Management: Team Management (15+ members), Budget Planning (\$2M+), Vendor Management, Cross-Functional Collaboration, Strategic Planning, Process Optimisation

EDUCATION

Master of Professional Studies – Digital Security

University of Auckland | Auckland, New Zealand | 2025 – Expected June 2026

Master of Business Administration – Finance

BRAC University | Dhaka, Bangladesh | 2014 – 2016

Bachelor of Science – Electrical and Electronic Engineering

BRAC University | Dhaka, Bangladesh | 2008 – 2012

PROFESSIONAL EXPERIENCE

IT Assistant (Digital & AI Support)

CHP Assist | Auckland, New Zealand | January 2026 – Present

- Developing and maintaining secure website infrastructure, ensuring alignment with local privacy and security standards.
- Providing support for AI-driven IT solutions and delivering IT support services to ensure business continuity and operational resilience.

Unit Head – IT Governance, Standardization and Audit

BRAC Bank PLC | Dhaka, Bangladesh | January 2022 – July 2025

Led enterprise-wide GRC initiatives and disaster recovery programs for one of Bangladesh's largest commercial banks with 189 branches and 9,500+ employees, reporting directly to senior leadership and serving as primary liaison for Central Bank regulation.

- Disaster Recovery Excellence: Architected enterprise BCP framework protecting \$2B+ in assets, reducing RTO from 5 hours to 0.75 hours and achieving RPO of <1 hour for critical systems.
- CMDB Transformation: Managed configuration database for 600+ servers and 6,500+ IT assets, improving data accuracy from 75% to 99% through automated discovery and reconciliation processes.
- Regulatory Compliance: Managed IT Core Risk Inspection by the Central Bank, executing a remediation program that reduced audit observations by 60% year-on-year and achieved a satisfactory rating. Coordinated 20+ regulatory audits with satisfactory compliance outcome and less than 3 critical findings over a 3-year period.
- ITSM Implementation: Led implementation of ManageEngine ITSM platform for 9,500+ employees, establishing Service Desk, Incident, Problem, and Change Management modules. Reduced ticket resolution time by 35% and improved user satisfaction from 3.2 to 4.5/5.
- Policy Architecture: Authored and operationalised 10+ enterprise policies including Change Management, Incident Management, Enterprise BCP, IT Risk Management Framework, Critical Application Management, and IT Service Management Policy.
- Risk Management: Established IT Risk Management Framework identifying 25+ enterprise risks for IT Risk register; implemented KRI monitoring system that prevented 12 critical incidents annually, saving an estimated \$500K+ in downtime costs.
- DR Testing Program: Implemented annual DR drill calendar with quarterly tests, achieving 95% success rate across 60+ critical applications and reducing failover time by 60%.
- Team Development: Led and mentored a team of 15+ IT professionals, reducing staff turnover by 30% and achieving 20% productivity improvement through structured mentorship programmes.
- Cost Savings: Identified and eliminated redundant systems and licences, achieving annual savings of \$180K while maintaining service quality. Also managed the whole technology budget for the division.
- ISO/AI Governance: Holds Lead Auditor certifications for both ISO/IEC 27001 (Information Security) and ISO/IEC 42001 (AI Management System), driving AI governance integration into existing GRC frameworks.

Assistant Manager – IT

Energypac Engineering Limited | Dhaka, Bangladesh | March 2018 – January 2022

Drove IT transformation and GRC initiatives for a leading engineering conglomerate with 5,000+ employees across 8 manufacturing facilities.

- ISO Implementation: Led ISO 9001:2015 certification as Deputy Management Representative, achieving certification in a record 6 months with zero non-conformities.
- Business Continuity: Developed comprehensive BCP for manufacturing operations, ensuring <4-hour recovery time for critical production systems, preventing an estimated \$9M+ in potential losses.
- Infrastructure Modernisation: Managed \$500K infrastructure upgrade project, migrating 500+ users to cloud-based email (Office 365) with 99% uptime SLA.
- Enterprise Risk Assessment: Developed risk assessment methodology for manufacturing operations, identifying and mitigating 30+ operational risks.
- Security Enhancement: Deployed multi-layered security framework including antivirus, patch management, and access controls, reducing security incidents by 70% with zero data breaches during tenure.
- Network Management: Managed and troubleshot LAN/WAN infrastructure, firewalls, and VPN connections for 7 facilities, maintaining 99.7% uptime.
- Control Testing: Implemented systematic control testing programme, improving control effectiveness by 60%.

Assistant Manager – IT

BRAC University | Dhaka, Bangladesh | June 2016 – March 2018

Managed IT operations and strategic planning for a campus of university that serving 8,000+ students and 500+ faculty members.

- Cloud Migration: Successfully migrated 1,500+ users from on-premise to G-Suite with 99% uptime SLA..
- Budget Management: Developed and managed annual IT budget of \$1M, achieving 10% cost reduction through vendor negotiations; identified \$100K in annual cost optimisation opportunities.
- Service Standardisation: Established IT service standards and SLAs, improving service delivery metrics by 40% and user satisfaction by 25%.
- Digital Transformation: Led migration to cloud-based learning management system serving 8,000+ users with 99.5% availability.

- Compliance: Ensured regulatory compliance across educational IT systems with 99.5% system availability.

System Engineer

BRAC IT Services Limited | Dhaka, Bangladesh | April 2014 – May 2016

Managed network infrastructure and enterprise systems supporting 400+ users across multiple locations.

- Standards Implementation: Successfully implemented ISO 20000 and ISO 27001 frameworks, achieving certification with zero major non-conformities.
- Network Management: Managed network infrastructure for 400+ users across multiple locations, maintaining 99.7% uptime.
- ERP Deployment: Led enterprise-wide ERP platform implementation, improving workflow and reducing support tickets by 15%.
- Server Management: Provided Level 1–2 server support for Windows Server environments.
- Risk Assessments: Conducted regular risk assessments and control testing for enterprise infrastructure.

CERTIFICATIONS

Current Certifications

- ISO/IEC 42001:2023 Lead Auditor – Artificial Intelligence Management System (Mastermind)
- ISO/IEC 27001:2022 Lead Auditor – Information Security Management System (Mastermind)
- Certified Ethical Hacker (CEH) – EC-Council
- Certified in Cybersecurity (CC) – ISC2
- Oracle Cloud Infrastructure 2025 Certified Generative AI Professional
- Oracle Cloud Infrastructure 2023 Certified Data Science Professional

Previous Certifications

- Microsoft Certified: Azure Administrator Associate
- NSE 4 Network Security Professional – Fortinet

KEY PROJECTS

ITSM and CMDB Migration & Modernisation | BRAC Bank | 2024–2025

Managed a complex migration from legacy ITSM and CMDB systems to the ManageEngine platform. Migrated 600+ server configurations and 9,500+ IT assets with zero downtime. Implemented automated discovery processes, reducing manual effort by 80% and improving data accuracy to 99%. Established governance controls within the tool to enforce policy compliance and replace manual checks with automated workflows.

Enterprise Disaster Recovery Transformation | BRAC Bank | 2023–2024

Led a comprehensive DR capability enhancement programme covering 187 branches and 50+ critical applications. Implemented automated failover mechanisms, reducing manual intervention by 70%. Achieved successful DR activation during an actual flood incident with zero data loss and a 3-hour recovery time. Reduced RTO from 5 hours to 0.75 hours for critical systems.

Regulatory Compliance Framework | BRAC Bank | 2022–2025

Developed a comprehensive compliance framework addressing Bangladesh Bank ICT requirements, PCI DSS, and ISO standards. Achieved 90%+ compliance score across all regulatory audits with zero major observations over a 3-year period. Ensured timely implementation of regulatory mandates achieving 98% compliance for updated policies including IT Security Guidelines for Financial Institutions, Cloud Computing Guidelines, and Core Banking Application Guidelines.

ISO 9001:2015 Certification Programme | Energypac Engineering | 2018–2019

Led the ISO 9001:2015 quality management certification initiative as Deputy Management Representative for an 8-facility manufacturing conglomerate. Achieved certification in a record 6 months with zero major non-conformities. Developed a comprehensive risk assessment methodology identifying and mitigating 30+ operational risks.

ISO 20000 & ISO 27001 Framework Implementation | BRAC IT Services | 2014–2016

Successfully implemented both ISO 20000 (IT Service Management) and ISO 27001 (Information Security Management) frameworks for the organisation, achieving dual certification with zero major non-conformities. Established systematic risk assessment and control testing processes for enterprise infrastructure.

PROFESSIONAL AFFILIATIONS

- Member – The Institute of Internal Auditors New Zealand
- Associate Member – IT Professionals New Zealand

REFERENCES

References are available upon request.