

Last Updated : **September 14, 2018**

ABU SAYEED TALUKDAR

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Career Objective:

To secure a position where my ability to communicate and liaise effectively with a diverse client group in a friendly and diplomatic manner can be put to good use.

Employment History:

Total Year of Experience : 2.5 Year(s)

1. System support engineer (November 4, 2017 - Continuing)

Thakral Information Systems Pvt. Ltd. (Avaya associate for Robi-Airtel project)

Company Location : Dhaka, Bangladesh.

Duties/Responsibilities:

- Provides Tier 2 operational support for Avaya Aura Contact Center managed Services with commercial customers.
- Provide On-Site preventive maintenance for 24/7 complex architecture and critical operation based Avaya Aura Contact Center.
- Proactive monitoring of network devices, servers and applications through NMS.
- Handle and monitor incident, work order, change tickets and ensuring they are resolve in a timely manner.
- Prepare Bharti Information Security Police (BISP) and Technical Dashboard report.
- Manage Linux and Windows servers and their hosted contact center applications such as AACC, AAEP, IVR and WFO etc.
- Deploy new software code and patches to production systems and back up data for Disaster Recovery.
- Creating Scope of Work and Methods of Procedures, as well as other documentations of system inventory

2. System support engineer (Network Service Delivery) (September 4, 2016 - November 3, 2017)

Thakral Information Systems Pvt. Ltd. (IBM associate for Airtel BD project)

Department: Network Service Delivery

Duties/Responsibilities:

- Ensure availability of Network infrastructure of DC, DR and all remote offices as per SLA with Airtel Bangladesh.

- Regular (daily/ weekly/ monthly/ quarterly) maintenance of all network devices to prevent unusual fault or service interruption.

- Monitor 24X7 all network services to prevent high severity incident.

- Provide proper solution for any Service Request (SR) and/or Incident (IN).

- Manage, configure and administer Cisco Routers, Switches according to IBM-GSD compliance.

- Manage and maintain backups and disaster recovery processes for all network devices.

- Arrange to commission and decommission new network device according to GSD compliance.

- Plan, raise and implement Change Request (CR) for quarterly, bi-yearly network changes through change management process.

- Keep update inventory of all network devices, link, site etc.

3. Intern (February 24, 2016 - June 24, 2016)**Thakral Information Systems Private Limited**

Company Location : BDBL Bhaban, 12 Karwan Bazar, Dhaka

Department: Technical Services- Network Solutions

Duties/Responsibilities:

- Configure, backup and password recovery of Cisco routers and switches.

- Network connectivity and troubleshooting.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Bachelor in Engineering (BEngg)	Computer Science & Engineering	University of Liberal Arts Bangladesh	-	2016	4 years
HSC	Science	Govt. Ananda Mohan College	CGPA:4.8 out of 5	2011	2
SSC	Science	Mymensingh Zilla School	CGPA:5 out of 5	2009	10

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Cisco Certified Network Associate (CCNA)	Cisco Routing and Switching	Cisco Network Academy of AIUB.	Bangladesh	Banani, Dhaka.	2016	4 months

Professional Qualification:

Certification	Institute	Location	From	To
Cisco Certified Network Associate (CCNA)	AIUB	Banani, Dhaka	August 1, 2015	May 30, 2016

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Expected Salary : Tk. 40,000
 Preferred Job Category : Bank/Non-Bank Fin. Institution, IT/Telecommunication
 Preferred District : Anywhere in Bangladesh.
 American Samoa, Germany, India, Poland, United Kingdom,
 Preferred Country : United States, Australia, Canada, Russia, United Arab
 Emirates
 Preferred Organization : Banks, Telecommunication, IT Enabled Service, ISP,
 Types Computer Hardware/Network Companies

Specialization:

Fields of Specialization
<ul style="list-style-type: none"> • Switches/ Routers • Hardware & Networking • LAN/ WAN • Linux and Windows OS • SIP/ VOIP • ITIL • Complaints and report preparation • Server management - Windows and Linux • Vendor and Stake holder management • 24/7 Data Center monitor

Extra Curricular Activities:

Active associate member IEB, BASIS

Language Proficiency:

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	High	High

Personal Details :

Father"s Name : Md. Shahjahan Talukdar
 Mother"s Name : Sufia Begum
 Date of Birth : February 8, 1994
 Gender : Male
 Marital Status : Unmarried
 Nationality : Bangladeshi
 Religion : Islam
 Permanent Address : 9/2, Shankipara, Mymensingh- 2200.
 Current Location : Dhaka

Reference (s):

Reference: 01		Reference: 02
Name	: Mohammad Humayun Kabir	Moin Ali
Organization	: Tech velly Solutions	Thakral Information Systems Private Limited
Designation	: Assistant General Manager	Senior Manager - Service Delivery
Address	: Kalabagan, Dhaka	DBBL Bhaban, Karwan Bazar, Dhaka
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Relation	: Relative	Professional

