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BIJAN HALDER

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Career Objective:

To be a proud member in your reputed organization, where I will get ample opportunities to enhance my knowledge and skills under a competitive and challenging environment. I want to utilize my capabilities to work, that leverages my potentiality.

Career Summary:

At Kay Telecommunications Ltd
in Network Operation Center
From 10/14/2012 to 11/25/2013

At Bangla Tel Group Banglatel Ltd.- (IGW), BD Link Communication Ltd.(ITC,IIG) and
Jibondhara Solutions Ltd. (ICX)
in Network Operation Center (Technical)
From 10th September, 2014 to at present.

Special Qualification:

CCNA from AIUB,

Employment History:

Total Year of Experience : 5.5 Year(s)

1. **System Engineer (September 10, 2014 - Continuing)**

Bangla Tel LTD

Company Location : Red Crescent Borak Tower, Level-M 37/3/A, Eskaton Garden Road, Dhaka-1000, Bangladesh

Department: NOC (Core)

Duties/Responsibilities:

Duties/Responsibilities as Core Network Engineer (June 01, 2017 - Continuing):

- Talk clients through a series of actions, either via phone, email or chat, until they've solved a technical issue.
- Identifying problem areas to resolve.
- Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues.
- Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams.
- Properly escalate unresolved issues to appropriate internal teams.
- Frequently monitoring and maintaining CDR server of both IGW and ICX softswitch.
- Frequently checking dynamic data management.
- Frequently maintain data backup for SBC and Softswitch.
- KPI monitoring of different routes using route data configuration.
- Configuration of SIP trunk on both SBC and Softswitch.
- Regular troubleshoot by wireshark, SBC, Softswitch signaling trace.
- Wildcard and TID name analysis.
- Answering any technical IT questions that clients may have.
- Attending networking events.
- Configuration of SIP trunk, DAS analysis, creating new DAS.
- Regular routing configuration.

Duties/Responsibilities as NOC Engineer (September 10, 2014 - May 31, 2017):

- Monitor performance.(KPI,CER,ASR,ACD,PDD)
 - Escalation management.
 - First level support.
 - Receiving inspection request for any network fault issue and checking history network alarm record from NMS.
 - Monitoring MRTG,PRTG graphs and take prompt actions.
 - Arranging call test schedule and communicating with the international carriers, national IGW, ICX, IOF and ANS operators.
 - Contacting with different vendors and solve technical issues.
 - Preparing reports on a daily and monthly basis including all major incidents of the past 24 hours with a root cause for every resolved incident and Compiling the daily reports into a monthly report to measure the team progress which will also show areas where improvements can be made or indicate any positive or negative trends in performance.
 - Maintaining one centralized fluid information source for all knowledge and documentation with experiences and lessons learned for future reference and improvements that is accessible to entire team associates.
 - Resource allocation & Balance coordination for different international carriers.
 - Dealing with the trouble ticketing system and updating the concern department with the opened trouble tickets.
 - Shorting the international incoming carriers as per their resource utilization and updating the commercial team along with shorted carriers to maintain good KPI.
 - Employing the best practices, using the most appropriate tools, and optimizing processes and knowledge in time of technological challenges by shrinking the resources.
- Academic

2. Assistant System Engineer (October 14, 2012 - November 25, 2013)

Kay Telecommunications Ltd

Company Location : RCC Tower (16th Floor), 17 Mohakhali, Dhaka 1212.

Department: Network Operations Center (NOC)

Duties/Responsibilities:

Customer Technical Support :

- Provide 1st level technical support to carriers / ICX / ANS and fulfillment of SLA.
- Response, acknowledge and reply any service/technical related issue or complain from carries / ICX / ANS through e-mail, phone, instant messaging.
- Coordinate with the carriers by email, instant messaging and phone.
- Maintain interdepartmental communication.
- Maintain Carrier contact information and escalation.

Surveillance and QoS Assurance:

- Monitor overall performance and assure quality of service.
- Create route plan (General & Load sharing) and check route, sub-route and trunk circuit status.
- Add & delete IP when needed.
- Open and block port for carrier when needed.
- Monitor IPLC bandwidth usages and connectivity by ping monitoring.
- Perform SIP/H.323 IP Port management according to marketing department guideline.
- Check current performance measurement like call attempts, concurrent call, ASR, ACD, trunk route utilization of incoming & outgoing traffics.
- Prepare daily traffic report, monthly incident report, call performance report quality of service, circuit utilization, inbound outbound traffic routing, alarms etc.
- Monitoring all Urgent, Major, Minor, Warning alarms through 24x7 time and take action according to the problem severity.

Follow Up & Escalation:

- Responsible for the overall services of NOC.
- Ensure the 1st level technical support to carriers / ICX/ ANS and fulfillment of SLA.
- Coordinate with upstream service provider for any technical issues, service complain and its follow up.
- Monitor overall performance, assure quality of service, analyze performance report and findings the root causes of low performance.
- Monitor equipment room temperature and humidity and also air conditioner running status by EMS.
- Prepare shift handover report.
- Maintain the escalation contact list of carriers, service provider, ICX and ANS.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Masters of Business Administration (MBA)	Tourism and Hospitality Management	University of Dhaka	CGPA:3.43 out of 4	2018	3
B.Sc in EEE	Electrical & Electronic Engineering	University of Information Technology & Science	CGPA:3.28 out of 4	2012	-
HSC	Science	Scholarshome	CGPA:3.3 out of 5	2005	-
SSC	Science	The Aided High School, Sylhet	CGPA:4.25 out of 5	2002	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
CCNA		AIUB	Bangladesh	Dhaka	2012	8 Month

Career and Application Information:

Looking For : Mid Level Job
Available For : Full Time
Expected Salary : Tk. 18,000
Preferred Job Category : Engineer/Architect, IT/Telecommunication
Preferred District : Dhaka, Sylhet
Preferred Country : United Kingdom, United States, Australia, Canada
Preferred Organization Types : Telecommunication, Manufacturing (Light Engineering & Heavy Industry), IT Enabled Service, Multinational Companies, Engineering Firms, CNG, Electronic Equipment/Home Appliances, Overseas Companies, Group of Companies, Mobile Accessories

Specialization:

Fields of Specialization	Description
<ul style="list-style-type: none">• Cisco• Windows XP/ 2000/ ME/ 98• LAN/ WAN• Switches/ Routers	<p>I have a strong knowledge on LAN, WAN, IP, TCP, UDP, & OSI model. I can also configure Email, VLAN, VPN, VTP, NAT, DHCP, and ACL. I have knowledge about GSM, CDMA, 3G, and WIMAX. I am, also, very knowledgeable about SDH, E1, STM-1. I have work experience as a Technical Support Engineer, Desktop Support Engineer, IT Help Desk Technician or similar role. I have Hands-on experience with Windows environments. I have Good understanding of computer systems, mobile devices and other tech products. I have ability to diagnose and troubleshoot basic technical issues. I have familiar with remote desktop applications . I have excellent problem-solving and communication skills I have ability to provide step-by-step technical help, both written and verbal</p>

Language Proficiency:

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	High	High
Hindi	Low	Low	High

Personal Details :

Father's Name : Bimal Chandra Halder
Mother's Name : Namita Rani Biswas
Date of Birth : January 4, 1988
Gender : Male
Marital Status : Unmarried
Nationality : Bangladeshi
Religion : Hinduism
Permanent Address : Flat-C-5,Plot-3, Road-04,Kaderabad Housing, Katasur, Mohammadpur, Dhaka-1207
Current Location : Dhaka

Reference (s):

	Reference: 01	Reference: 02
Name	: Momen Chowdhury	MD. Abdullah Al Khabir
Organization	: Banglatel Group	Banglatel Group
Designation	: Deputy Manager Core Network	Senior Manager Billing
Address	: Red Crescent Borak Tower, Level - M 37/3/A, Eskaton	Red Crescent Borak Tower, Level - M 37/3/A, Eskaton
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Relation	: Professional	Professional
