Last Updated : *October 25, 2018*

KH. MUSTAFIZUR RAHMAN

Address: 86 (4th floor), K.P. Gosh Street, Armanitola. Dhaka-1100
Home Phone: 7341863
Office Phone :01787689981
Mobile : 01914818387
email:jenycse75@gmail.com, fabihamahi07@gmail.com

Career Objective:

I want to achieve a very responsive, challenging and rewarding career where my qualifications and capabilities are further enhanced and where I can show my utmost performance

Career Summary:

* M.Eng in MISS (Masters of Information Systems & Security) From Bangladesh University of Professionals (BUP), Mirpur Cantonment
* CCNA Completed in BUET,
* Network Administration (Windows & Linux) was Completed from Bangladesh Computer Council.

Employment History:

Total Year of Experience : 4.3 Year(s)

1. **Product Manager (December 1, 2017 - May 31, 2018)**

   Studio Mason Limited. (Popularly Known as Computer Source Ltd.)
   Company Location : BTMC Bhaban, Karwan Bazar, Dhaka
   Department: Product Management
   Duties/Responsibilities:
   * Product Management

2. **Infrastructure Associate (January 25, 2015 - November 30, 2017)**

Accenture (Known as Grameenphone IT Ltd.)
Company Location : Niloy Mansion, Gulshan-2, Dhaka
Department: Infrastructure
Duties/Responsibilities:
Incident Manager:
ï Drive MIM call and real-time update in bridge, WhatsApp, Email.
ï Planning and coordinating all the activities required to perform troubleshooting of the incident.
ï Monitor the incidents to insure that the Service Level Agreement are respected.
ï Ensure the closure of all resolved and end-user confirmed incident records.
ï Prepare MIR (Major incident Report by 24 Hours), and initiate for Problem ticket.
Command Center Shift Lead:
ï Open Bridge called and onboard incident Manager, Resolver Group and other respective groups.
ï Open whiteboard and chronologically update action plan and all relevant information.
ï A brief introduction about incident
- Who is Incident Manager:
- Who is Command Center shift lead:
- Who is command Center Lead:
- Incident Description and Service Impact
ï MIM Email Communication as per Agreed time line, WhatsApp update.
ï Escalation Management.
Command Center Lead:
ï Oversea the overall delivery status (Change, Incident, Escalation etc.)
ï Monitor that all roles are functional during incident/ change/ service management.
ï Step in and take control if the impact is very high, or the delivery is not well managed by incident/ change manager.

3. **Network Engineer (May 11, 2014 - January 24, 2015)**

   Transcom Limited
   Company Location : Gulshan 2, Road 56
   Department: ISA (Information Systems & Automation)
   Duties/Responsibilities:
   These services provide a wide range of career options that include opportunities in back office operations, legal databases, content development, payrolls, HR services, web services etc.
   The key IT enabled services are Network Engineer given Bellow:
   Data Centers.
   Portals.
   ERP(Enterprise Resource Planning).
   Customer Supports.

4. **Internship (December 30, 2013 - May 10, 2014)**

   Bangladesh Computer Council.
   Company Location : Creative IT Institute
   Department: IT

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Masters in Engineering (MEngg)	Information Systems	Bangladesh University of Professionals	CGPA:3.17 out of 4	2017	Two Years
B.Sc in CSE	Computer Engineering	National University	CGPA:3.2 out of 4	2014	4 years
HSC	Science	Dhaka Imperial College	CGPA:4 out of 5	2007	2 Years
SSC	Science	Rayer Bazar High School	CGPA:3.81 out of 5	2005	2 year

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Computer Hardware maintenance and Trouble Shooting.	Computer Hardware maintenance	IDEB Bhaban,Dhaka	Bangladesh	Kakrail,Dhaka	2009	3 Month

Professional Qualification:

Certification	Institute	Location	From	To
Network Administration	Bangladesh Computer Council	Agargaon,Dhaka	January 1, 2013	July 1, 2013
CCNA	Bangladesh University of Engineering and Technology.	BUET	January 1, 2012	April 16, 2013

Career and Application Information:

Looking For   : Entry Level Job
Available For   : Full Time
Expected Salary   : Tk. 40,000
Preferred Job Category   : IT/Telecommunication
Preferred District   : Dhaka
Preferred Organization Types   : Telecommunication, IT Enabled Service, Multinational Companies

Specialization:

Fields of Specialization	Description
• LAN/ WAN • System Engineer (Computer Network & System) • System Engineer (Telecommunication Network)	System Administration, Telecommunication Network, Network Administration,

Language Proficiency:

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

Personal Details :

Father"s Name   : Kh. Abubar Rahman
Mother"s Name   : Jesmin Sultana
Date of Birth   : October 1, 1989
Gender   : Male
Marital Status   : Married
Nationality   : Bangladeshi
Religion   : Islam
Permanent Address : 86 (4th floor), K.P. Gosh Street, Armanitola. Dhaka-1100
Current Location   : Dhaka

Reference (s):

	Reference: 01	**Reference: 02**
Name	: Md. Atiqure Rahman	Kh. Abubar Rahman
Organization	: Accenture (Popularly Known as GP IT)	Agrani Bank Limited
Designation	: Infrastructure Delivery Manager	Senior Principal Officer (Retd.)
Address	: Niloy Mansion, Gulshan-2, Dhaka	86 (4th Floor), K.P. Gosh Street, Armanitola. Dhaka-1100
Phone (Off.)	: +8801711500226	+88-02-7341863
Phone (Res.)	:	+88-02-7341863
Mobile	: +8801711500226	01726339950
EMail	: md.atiqure.rahman@accenture.com	khabubarrahman@gmail.com
Relation	: Professional	Family Friend