Last Updated : ***December 13, 2018***

MD. KHALID SAIFULLAH GAZI

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Career Objective:

I am interested to accomplish my career as an engineer with a reputed company which allows me to attain technical skill and practical knowledge .

Special Qualification:

Linux System Administration and Server Configuration (BUET)
Cisco Certified Network Associate (BUET)

Employment History:

Total Year of Experience : 5.8 Year(s)

1. **Sr.Engineer (July 1, 2015 - Continuing)**

   Fiber @ Home Ltd.
   Company Location : House # 7/B, Road # 13, Gulshan-1, Dhaka-1212
   Department: Technology
   Duties/Responsibilities:
   24x7 Round the clock duty in NOC for level2 support.
   Layer2/ Layer 3/MPLS/VPLS/SDH network Troubleshooting, escalation and reporting.
   Network Health monitoring for core, distribution and access level.
   Fault correlation, transfer, escalation
   Network fault / incident analysis, reporting and management notification.
   Client complaints and resolution analysis on monthly basis.
   Network related software/hardware upgrade and update
   System health check and providing support during maintenance and planned work execution.
   Monitor Time duration of Trouble Ticket as per set standards and inform respective Clients on the status of their TTs (Trouble Ticket)
   Ensure that TTs are resolved or reported as per SOP(Standard Operating Procedure).
   Ensure NOC/NMC regular activity by being a Network engineer.
   Soft & calm during work pressure

2. **Network Support Executive (June 1, 2014 - June 30, 2015)**

Bangla Phone Limited
Company Location : House: 3,Road: 23/A, Gulshan - 1, Dhaka 1212
Department: Core Network operation
Duties/Responsibilities:
Install computer networks such as local area networks (LANs), wide area networks (WANs), the. Internet, intranets, and other data communications systems. Install server hardware and software infrastructure Ensure networks are running smoothly. Troubleshoot and restore systems after crashes. Retrieve forgotten passwords. Undertake routine preventative measures and implement, maintain and monitor network. Supervise help desk technicians. Ensure systems comply with industry standards. Keep internal and external networks running smoothly. Support administration of servers and server clusters. Manage system back up. Restore protocol. Document network problems. Support network and computing infrastructure. Install and maintain network services, equipment, and various devices.Configure CISCO & MikroTik router and switch.

3. **Intern (February 9, 2014 - May 8, 2014)**

   ROBI axita ltd.
   Company Location : Robi Corporate Centre 53 Gulshan South Avenue Gulshan 1
   Department: Service operation center
   Duties/Responsibilities:
   generate TT at transmission unit ,Monitor all warning alarms for all network elements (includign rectifier and inverter) and take the necessary actions according to the severity of the problem in 3G and 2G network,making SLA,Making daily PM summary,making major incident NCR.

4. **Technical Support Agent (For IT), IPTV Video-Streaming (February 1, 2013 - January 31, 2014)**

   Smars telecom
   Company Location : House no.17 road no.2 block no. A,Bonosree ,rampura,Dhaka
   Department: Technical
   Duties/Responsibilities:
   Giving Technical support to the customers, installing software, updating software, connecting LAN, computer troubleshooting, Candidate should be able to communicate with each client through phone call in a professional manner and provides services & solutions to the client. Response to customer inquiries over the phone & through email. Answers inquiries by clarifying desired information; researching, locating and providing information. Determines requirements by working with customers. Making out bound call to the prospective customers. Sells additional services by recognizing opportunities to up-sell accounts; explaining new features. Maintains call center database by entering information. Keeps equipment operational by following established procedures; reporting malfunctions. Directly aligned with the clients through leadership and content platform. Candidates will be expected to work with Inbound/outbound call center environment. To maintain good contact with the customers.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
MSc. in Computer science	Computer Science	Jahangirnagar University		2016	1 year	-
B.Sc. in Electronics & Telecommunication Engineering	Electronics and Telecommunication Engineering	East West University		2013	4 years	Selected student from East West University in the Ã¯Â¿Â½Inaugural Ceremony of teletalk 3GÃ¯Â¿Â½.

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
How to prepare yourself for the corporate world	career planning, cv writing,facing the corporate world,bring out leadership.	City bank,EMC	Bangladesh	Dhaka	2013	1 day

Professional Qualification:

Certification	Institute	Location	From	To
Red Hat Certified Engineer(RHCE CERTIFICATE NUMBER:160-187-076))	Linux Pathshala	2/1,Block-A,Lalmatia, Dhaka 1207, Bangladesh	November 25, 2016	January 26, 2017
Red Hat Certified System Administrator	Linux Pathshala	2/1(3rd floor),Block-A,Lalmatia, Dhaka 1207	June 1, 2016	November 25, 2016
Hardware & Networking	CSL trainning	H# 18 (new), R# 27 (old) Dhanmondi, Dhaka-1209	April 1, 2015	June 6, 2015
Cisco certified networking associates(certified)	Bangladesh University of Engineering and Technology	Dhaka	September 29, 2013	June 29, 2014
Linux System Administration and Server Configuration	Bangladesh University of Engineering and Technology	Dhaka	July 12, 2013	November 13, 2013

Career and Application Information:

Looking For   : Mid Level Job
Available For   : Full Time
Expected Salary   : Tk. 18,000
Preferred Job Category   : Education/Training, IT/Telecommunication
Preferred District   : Anywhere in Bangladesh.
Preferred Organization   : Banks, Telecommunication, College, Training Institutes,
Types   Advertising Ageny, Software Company, ISP, Computer
                           Hardware/Network Companies, Multinational Companies,
                           Engineering Firms, Call Center, Mobile Accessories

Specialization:

Fields of Specialization	Description
• MySQL • LAN/ WAN • Cisco • Switches/ Routers • Juniper • Linux • alcatel • Huawei • maipu	â￼¢ Commitment to organization â￼¢ Communication Skills â￼¢ Ability to handle problem under pressure â￼¢ Intelligent and hardworking

Language Proficiency:

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

Personal Details :

Father"s Name	: Md. Shahidullah Gazi	
Mother"s Name	: Late Shirin Akter	
Date of Birth	: November 22, 1992	
Gender	: Male	
Marital Status	: Married	
Nationality	: Bangladeshi	
Religion	: Islam	
Current Location	: Dhaka	

Reference (s):

	Reference: 01	Reference: 02
Name	: Dr.M. Mofazzal Hossain,	Md Masud Rabbi
Organization	: East West University	Fiber at Home
Designation	: Dean & Associate Professor Department of Electronics and Communications Engineering	Deputy General Manager
Address	: East West University Aftabnagar, Dhaka-1212, Bangladesh	House- 8/B(2nd floor), Road No: 1, Gulshan-1, Dhaka- 1212
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Relation	: Academic	Professional