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MD. MOZAMMEL HAQUE BHUIYAN

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Career Objective:

To gain & learn proper knowledge with a Telecommunication organization or IT sector
where my knowledge especially in the area of communication can be used effectively for the
company. (Please Check the uploaded Resume)

Career Summary:

An energetic IT Service Engineer having 6 years(approx.) of Enterprise IT Service &
Support mgmt.
experiences in a multinational & multiple local companies in Bangladesh.
- Experience covers 4 years of Service Desk Operational experience as IT Support Officer
for Banglalink (Top Management, CxOâ[][]s & VIP Support, 2000-3000 user based IT
Support),
- 3 years of IT Hardware Support in several local Companies.
- I have also done an internship from GPIT (5 months).

Special Qualification:

I`m a positive thinker and have shown me in organizing and optimizing IT Service
Functions.
My strong `Can-Do` attitude, multitasking, hardworking, sincerity & Self Driven powers are
mostly appreciated by my managers during the career.

Employment History:

Total Year of Experience : 6.4 Year(s)

1. **Security Systems Senior Executive (July 22, 2017 - Continuing)**

Banglalink Digital Communications Ltd.
Company Location : Tigers` Den, Plot # 04, Bir Uttam Mir Shawkat sharak, Gulshan-1, Dhaka-1212
Department: Corporate Governance, CEOâ��s Office
**Duties/Responsibilities:**
Duties/ Responsibilities: ï��� Plans, organizes and monitors safety and security measures for Banglalink personnel and assets; Provide system capability and skills for ACS program and implementation of the company Security Access Management System (Matrix) to ensure operational readiness of the system at all nationwide locations, and be responsible for adding/ removing employee facility accesses. ï��� Managing the ACS server & Security Surveillance System from root level and supervise & monitor the access executive and manage 11+ control room & front desk officer with Supporting and providing the guidance. ï��� Implements an advanced monitoring system and set up of routine feedback on security matters; Investigates and analyzes any security breach for further remedial measures; Maintains security by following procedures, Central monitoring CCTV, Access control system & visitor management system. Effectively and efficiently reviews all cameras as well as recording decks to analyze video and determine the validity of reports and/or investigative reviews. ï��� Serving & supervise as radiation safety officer to ensure the radiation safety of the customers using the Baggage Scanner as a certified Radiation Control Officer(RCO) from Bangladesh Atomic Energy & regulation Authority (BAERA) ï��� Define and initiate projects, and perform accordingly to manage cost, schedule, and performance of component projects, while working to ensure the ultimate success and acceptance of the program. ï��� BOQ preparation & Vendors offer technical evaluation. Build credibility, establish rapport, and maintain communication with stakeholders at multiple levels, including those external to the organization. ï��� Provide 24/7 urgent support to overcome and minimize customer dissatisfaction, Coordinate activities with other departments to ensure that services are provided in an efficient and timely manner. ï��� Serving as Acting Security Manager (Business & Budget) for corporate Governance as existing position is vacant. Prepared and updated all physical, electronic and technical security procedures. Organize and develop security CAPEX and OPEX Budget, and execute the Systems, Site & Admin security plans and implementation countrywide. ï��� Part of this, took responsibilities for End-to-end life of PR-PO, Budget preparation and reporting, Monthly provisions, Spending control, Saving identification(Saved lots of Capex-Opex for the company) and Finance liaison
Project Works:
April 2018 to May 2018
Nationwide Visiting to ensure correct real-world survey, which effect to save lots of Capex values, such as we need only 25 units of PTZ where estimated ordered for 51 units which canceled by managing the vendor after real survey, as a result itâ��s saved about 2.5 million Capex.
June 2018 to ongoing
Nationwide New ACS Face-Biometric Installation: Leading the process of deployment, monitoring, installation Nationwide by managing the vendor with proper guidance.
May 2018 to ongoing
Nationwide New ACS rewiring & Installation: Leading the process of deployment, monitoring, installation Nationwide by managing the vendor with proper guidance..
April 2018 to ongoing
Nationwide New IP CCTV Installation: Leading the process of deployment, monitoring, installation Nationwide by managing the vendor with proper guidance.
March 2018
Access Control Server Migration: Completely change the ACS server from susceptible MS Server 2003 to MS Server 2016 & SQL 2012 with updated ACS Matrix System & successfully transferd the employe access database and merged with Vpeople.
March 2018
High definition IP CCTV coverage in Co-Offices & MSCâ��s in Dhaka Zone: Lead the process of deployment, monitoring, installation covering by New IP CCTV in replacement of analog Cameras to all over the Dhaka Zone.
February 2018
Face-Biometric system installation in Tigers Den HQ Secure Doors: Lead the process of deployment, monitoring, installation the Biometric face detection system to all secured door in tigerâ��s Den HQ.
February 2018
Rewiring and redeployment of ACS devices in Tigers Den HQ: Lead the process of deployment, monitoring, installation wiring by business partner in replacement of 10 years old wiring in which was creating the garbage.
January 2018
High definition IP CCTV coverage in Tigers Den HQ: Lead the process of deployment, monitoring, installation covering by 56 IP CCTV in replacement of 350+ analog Cameras from all over the edifice.
December, 2017
Presenting the Banglalink new Control Room, lead the process of the deployment to installing the central IP based surveillance live monitoring system with maintaining international corporate quality.(multiscreen monitoring; video wall with Backup, GPS monitoring etc.)
October 2017
Banglalink 2nd HQ Madonna Tower Evacuation: 3 daysâ�� engagement to Lead as dismantling security Equipmentâ��s (Access Control & CCTV System) including dismantle of secondary control room in Madonna Tower.
Achievement:
RCO CERTIFICATION: The Cirtified Radiation Control Officer (RCO) for industrial practice from Bangladesh Atomic Energy & regulation Authority (BAERA)

2. **IT Support Specialist (Contructual) (November 1, 2015 - July 19, 2017)**

   Banglalink Digital Communications Ltd.
   Company Location : Tigers` Den, Plot # 04, Bir Uttam Mir Shawkat sharak, Gulshan-1, Dhaka-1212
   Department: Information Technology
   Duties/Responsibilities:
   i Provide all kind of Service Desk Operational Support (MAC or Windows User) to Top Management, CXOs & VIP level of internal Banglalink and external foreign or mother companies (Vimpelcom, Beeline, WIND, Mobilink, Kyivstar & Djezzy etc.) stakeholders come in Bangladesh & Consultancy McKinsey & Co.
   i C-Level Audio/ Video Conference Management with International/ National stakeholders through Cisco, Blue jeans, WebEx, Zoom, Avaya, Lync or Skype for Business etc.
   i VC Support: Video conferencing support to high level user through CISCO & Avaya
   i Talking International/National staff/clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues;
   i Researching & diagnosing of hardware before implementing to end userâs machines.
   i Proactively share knowledge, provide coaching and guidance to team members on new and existing technologies.
   i Updating software version updates including OS, Office suit and Antivirus.
   i Take a lead role with minimal supervision in remediation of all system failure, ongoing performance tuning, hardware upgrades, resource configuration and optimization as required
   i Setup/ Configure/ Troubleshooting of Hardware & Peripheral Devices like PC, Laptop, Printer, Scanner, etc.
   i File Server and Print Server Monitoring & Support to end user.
   i Installation/ Re-installation/ Troubleshooting of In-House and Enterprise applications/ Software
   i Interface with vendors to resolve hardware and software problems. Testing and evaluating new technology;
   i Rapidly Managing Customer Satisfactions & establishing a good working relationship with User end.
   i Following-up the IT Equipment like: Network Printer, Projector, PCs, Laptops and Scanners.
   i Prepare knowledge based IT related problem resolutions training materials for junior Engineers
   i Give all hands training to new joiners & Call Center about basic IT solution and IT ethics.
   Project Work for Banglalink:
   February 2017 Project Manager: Banglalink Laptop Replacement Project 2017: Lead to preparing hole plan of 400+ Laptop replacement, by installing All updated softwareâs with windows 10 Ent 64bits & Office 2016. Closely managing & monitoring other engineers for proper distribution of all the new Laptops.
   December 2016 Banglalink 2nd HQ Madonna Tower Evacuation: 3 daysâ engagement to Lead as dismantling IT Equipmentâs (Desktops, laptops & Printers) from 300+ Work Stations and installing monitoring junior engineer to proper installation with network connection.
   November 2016 Banglalink Voluntary Separation Scheme (VSS) Phase-2: 7 daysâ engagement to Lead as Receiving IT Equipmentâs from 600+ resigned user & giving clearance to HR.
   November 2016 to ongoing Project Manager: MS Office 2016 Deployment: Lead the process of Migration from MS Office 2010 32bits to MS Office 2016 64bits deployment, monitoring, installation over 2000+ users of Banglalink.
   October 2016 to ongoing Project Manager: Window 10 Deployment: Lead the process of Migration from win7 32bits to win10 64bits deployment, monitoring, installation over 2000+ users of Banglalink.
   October 2016 Cisco Video Conferencing Installation Phase-2, Board Room, Tigerâs Den HQ: Cisco SX20 with BOSCH sound system deployment to the Board room within 10 days.
   August 2016 Skype for Business/Lync Deployment: Lead the process of deployment, monitoring, installation over 2000+ users of Banglalink.
   April, 2016 Polycom Audio Conferencing Kit Installation, Tigerâs Den HQ: Polycom Sound station IP 7000 deployment to the meeting rooms.
   March 2016 Banglalink Voluntary Separation Scheme (VSS) Phase-1: 3 daysâ engagement to Lead as Receiving IT Equipmentâs from 400+ resigned user & giving clearance to HR.
   Achievement from Banglalink:
   CERTIFICATE of EXCELLENCE: The Recognition for the best IT Support Engineer of the year 2016 from Banglalink IT Management. (January 2017)

   CERTIFICATE of EXCELLENCE: The Recognition for the best IT Support Engineer of the 3rd quarter 2016 from Banglalink IT Management. (September 2016)

3. **IT Support Officer (Contructual) (May 1, 2013 - October 31, 2015)**

Banglalink Digital Communications Ltd.
Company Location : Tigers` Den, Plot # 04, Bir Uttam Mir Shawkat sharak, Gulshan-1, Dhaka-1212
Department: Security & Governance, Technology
Duties/Responsibilities:
â• Give Different types of Software, Hardware, Server and Network Based Technical solutions to the Employee of Banglalink.
â• Solving problem related with WLAN, LAN, IPv4, Internet connections.
â• Follow up different types of Applications used in the organization.
â• Point of contact for user inquiries (2500+ users) over phone.
â• Giving solution related to Avaya IP Phone & Enterprise IP Telephony System.
â• Following-up the IT Equipment like: Network Printer, Projector, PCs, Laptops and Scanners.
â• Monitor Intranet & Extra-net. Troubleshooting Call Center software (Avaya One-X Agent, Avaya One-X Communicator, Avaya IP Agent, Avaya IC, Avaya Alarm Client, Avaya Agent Client, Avaya CMS, TABS, TABSCC, Symon Inview, Symon Design Studio, etc.)
â• Troubleshooting system and network problems and diagnosing and solving hardware/software faults.
â• VC Support: Video conferencing support to end user through CISCO & Avaya
â• Remote Support to the user to hole Bangladesh using VNC;
â• Active member of different cross functional projects on IT related issues.
â• Setting up new users" accounts and profiles and dealing with password issues through Active Directory; Performing secure and efficient administration of Active Directory
â• Managing computer accounts Mentoring Regional IT Support Engineers. Closely monitoring, training and guiding their regular activities.

Project Work for Banglalink:
July 2015 Banglalink Customer Care Center Installation, Tigerâs Den HQ: Full phase deployment of all IT Equipment.
April 2015 Banglalink Customer Care Center Installation, Uttara: Full phase deployment of all IT Equipment.
February 2015 Cisco Video Conferencing Installation Phase-1, Tigerâs Den HQ: Cisco SX20 deployment to the meeting rooms with IT Voice team of Banglalink.
December 2014 Banglalink Gulshan Call Center Evacuation: 15 daysâ engagement to dismantling IT Equipmentâs (Desktops, laptops & Printers) from 250+ Work Stations and installing equipmentâs with network connection to Uttara Call Center & Gazipur Call Center
November, 2014 Banglalink Customer Care Center Installation, Dhanmondi (November, 2014): Full phase deployment of all IT Equipment.
July 2014 Banglalink Regional Office Installation, Comilla (July 2014): All IT related work as, workstation, printer, Scanner etc. installation above 100+ Users.
September, 2013 Office 2010 Deployment: Upgradation from MS Office 2007 32bits to MS Office 2010 32bits deployment, installation over 300 PCâs at Call Center.
July- August, 2013 Windows 7 Deployment: Up-gradation from WIN-XP 32bits to WIN 7 32bits deployment, installation Business Software over 300 PCâs at Call Center.

Achievement from Banglalink:
Promoted from End User Support to High Level Support and C-Level Support

4. **Asst. Systems Engineer (February 2, 2013 - May 5, 2013)**

Flora Limited
Company Location : Adamjee Court Annex-2,119-120 Motijheel C/A, Dhaka
Department: Hardware Support
Duties/Responsibilities:
Hardware Support:
o Maintaining, repairing equipment, Implementation hardware and installing software systems
o Troubleshooting a variety of computer issues
o Configuring computer networks
o Offering technical support on-site or via phone or email
o Managing Accurately document instances of hardware failure, repair, installation Database
o Network and Hardware troubleshooting, Implementation, Maintenance, Internal software & application installation for the customers of Flora Limited.
Call Center Support:
o Full responsibilities of all Call receiving, call handling, Giving one stop IT solution.
o Virtual support, call maintenance and application

5. **Internship (April 15, 2012 - September 15, 2012)**

Accenture Bangladesh (Formerly, GP IT Ltd. -A Grameenphone Company)
Company Location : GP-House, Boshundhora, Dhaka
Department: Network Department, Technology
Duties/Responsibilities:
To study & research with;
1. IT- trends
2. IPv4, IPv6
3. Proxy Server Appliance
4. VMware, Zimbra

6. **Support Engineer (March 15, 2012 - April 14, 2012)**

WAC LOGISTIC LTD.
Company Location : Safura Tower, Banani, Dhaka.
Department: IT & Admin
Duties/Responsibilities:
i§ Providing input and technical support relating to installation and repair of computer systems, services, accessories, hardware, software, etc.
i§ Scanning huge number of logistics files every day.
i§ Implementation, Maintenance, Internal software & application installation

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
B.Sc. in Electronics and Communication Engineering	Telecommunication, Power, Computer sciences	Northern University Bangladesh		2012	4	See the detail in uploaded resume
Higher Secondary Certificate Examination	Science	Northern Collage Bangladesh		2007	2	-
S.S.C	Science	Lalmatia Housing Society Boys High School		2005	2	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Industrial Training.	To gather practical knowledge on Switching System, C&C, Tandem Exchange & Trunk Switching System, Internet & Data communication, Satellite Communication System, Microwave Communication & Splicing of Optical Fiber, Alcatel & Ericsson Switching System etc.	Bangladesh Telecommunication Company Limited.	Bangladesh	various telecom installations in BTCL.	2011	3 weeks

Professional Qualification:

Certification	Institute	Location	From	To
Radiation Control Officer (RCO) for industrial practice	Atomic Energy & regulation Authority (BAERA)	Atomic Energy & regulation Authority (BAERA)	November 5, 2017	December 7, 2017
CCNA Routing and Switching Version 7.0	American International University-Bangladesh (AIUB)	(AIUB) Dhaka, Bangladesh	December 17, 2016	October 28, 2017
Certification for Windows 10 Deployment Training	Tech One Global.	Tech One Global Bangladesh	November 13, 2016	November 17, 2016

Career and Application Information:

Looking For	: Entry Level Job
Available For	: Full Time
Expected Salary	: Tk. 20,000
Preferred Job Category	: Engineer/Architect, IT/Telecommunication, Security/Support Service
Preferred District	: Bogura, Chattogram, Cumilla, Cox"s Bazar, Dhaka, Feni, Gazipur, Habiganj, Khulna, MoulaviBazar, Mymensingh, Noakhali, Shariatpur, Sylhet, Tangail
Preferred Country	: Germany, India, Italy, Malaysia, New Zealand, United Kingdom, United States, Australia, Canada, Singapore
Preferred Organization Types	: Banks, Telecommunication, IT Enabled Service, ISP, Govt./ Semi Govt./ Autonomous body, Logistic/Courier/Air Express Companies, Multinational Companies, Public Relation Companies, Engineering Firms, CNG, Group of Companies, Tobacco

Specialization:

Fields of Specialization	Description
• Cisco • LAN/ WAN • MS Word/ Excel/ PowerPoint/ OneNote • Telecommunication • MS Outlook • Mac OS X • Windows 10/8.1/8/7/XP/2000/ME/98 • office 2016 • Digital Security • Business & Budget	ï¶ Security Trends & Technology ï¶ Oracle (Business Module), Security Surveillance System, ACS System. ï¶ Windows Server, SQL Server. ï¶ Windows 10, 8.1, 8, 7 & XP etc. ï¶ Macintosh OS X: Mountain Lion, Mavericks, Yosemite, El Capitan, Sierra etc. ï¶ MS Office 2016, 2013, 2010, 2007: Word/Excel/PowerPoint/OneNote/Outlook. ï¶ Audio/Video Conferencing: Cisco, Blue jeans, WebEx, Zoom, Avaya, Lync or Skype for Business etc. ï¶ Cisco Jabber, Polycom, Cisco SX Codec ï¶ Call Center Software: Avaya OneX Agent, Avaya one-X Communicator, Avaya CMS Supervisor, Symon Inview, Avaya Viewer, MT Charging Module, TABS, Map-info, Alarm client etc. ï¶ System Administration (Windows Sever 2008/2012), Active Directory (AD), Microsoft Exchange server 2013, Mail Server, FTP Server, File Server, Print Server etc. ï¶ Knowledge of Enterprise IT Planning (LAN, WAN, Connectivity etc.) Concepts & End User computing systems integration ï¶ knowledge on Service Management Operations and Enterprise Site rollout. as per ITIL, Self-Care, Knowledge base, Process, Policy, SLA. ï¶ Excellent analytical and problem solving skills. ï¶ Capable to give training to IT users.

Extra Curricular Activities:

Achievement: Best IT Support Engineer Certificate of Excellence from Banglalink

Language Proficiency:

Language	Reading	Writing	Speaking
Bengoli	High	High	High
English	High	High	High

Personal Details :

Father"s Name	: Md. Abdul Hai Bhuiyan
Mother"s Name	: Kausar Jahan Chowdhury
Date of Birth	: March 21, 1989
Gender	: Male
Marital Status	: Married
Nationality	: Bangladeshi
Religion	: Islam (Sunni)
Permanent Address	: C/O. Md. Abdul Hai Bhuiyan, H # 10/A (3rd floor), R # Main Road, Mohammadia Housing Ltd, Mohammad Pur, Dhaka-1207.
Current Location	: Dhaka

Reference (s):

	Reference: 01	Reference: 02
Name	: Dr. Guy Sadler	Syed Sohael Reza
Organization	: Banglalink Digital Communications Ltd.	Banglalink Digital Communications Ltd.
Designation	: Head of Corporate Governance	Information Technology Director
Address	: TigersÃ€Â¢Ã¢â€Â¬Ã¢â€Â¢ Den (3Rd floor) Plot 4, SW (H), Gulshan Avenue, Gulshan-1 Dhaka-1212	TigersÃ€Â¢Ã¢â€Â¬Ã¢â€Â¢ Den (3Rd floor) Plot 4, SW (H), Gulshan Avenue, Gulshan-1 Dhaka-1212
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Relation	: Professional	Professional