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REZAUL KARIM REZO

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Career Objective:

Dynamic 5+ year's career in to obtain a challenging position in a high quality engineering environment where my resourceful experience and academic skills will add value to organisational operations.

Career Summary:

- => Deputy Manager (IT & IPTSP) (Feb, 2016 - Continue).
- => Sr. System Engineer (IT & IPTSP) (Jan, 2014 - Feb, 2016).
- => Sr. System Support (NOC) (August, 2011 - Dec, 2013).
- => Assistant Network Engineer (Feb, 2010 - July, 2011)

Special Qualification:

IPTSP, A2billing, Elastix, Asterisk, SIP protocol, SS7 Media GW, Routing & Switching, MS Windows Server & Linux+ Security, Firewalls, Apache, Mail, Proxy, DNS & Gateway server, MikroTik RouterOS & Cisco DHCP, ACL, NAT, VLAN Routing.

Employment History:

Total Year of Experience : 7.7 Year(s)

1. **Deputy Manager (March 10, 2016 - Continuing)**

BRACNet Limited (A Concern of BRAC)

Company Location : Axis Delvista, House 7/1 Block A, (2 & 3 Floor) Aurangajeb Road, Dhaka 1207

Department: IT & IPTSP, Technical Division

Duties/Responsibilities:

1. Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying backups.
2. Monitor & Maintenance billing system of IPTSP Softswitch integrate activities, Nagios, Cacti, server Product of HP ProLiant DL380p Gen8 series server with system support of overall IT and IPTSP Network Rollout of the Company.
3. Implement, Configure & Maintenance Linux+ based (Elastix, Asterisk) IP-PBX server, SIP Trunking, VoIP Routing & Switching, IP Phone, ATA devices with FXO-FXS, E1 & SS7 Media Gateway devices.
4. Client complaints and resolution analysis of problems with monthly basis and network related application software/hardware upgrade and update.
5. Install, Maintenance, Monitor Linux / Unix (RedHat, Ubuntu, Debian and Centos), MikroTik RouterOS (Backup, Bandwidth shaping, Firmware Upgrade, DHCP, PPPoE Server-Client, PPTP, Secure VPN Tunnel (IP-IP, EoIP, IPSec), SPAM Filtering, Failover, Firewall, Load Balance, Web Proxy, URL Blocking, NAT (src, dst), Scripting.
6. Able to Install and configure and perform schedule or emergency maintenance work in Networking device like Switch, Router, Firewall, ACL, Bandwidth manager, physical, virtual systems and application software with Website management portal upgrade schedule basis.
7. System health check and providing support during maintenance and planned work execution with 1st line technical support, answering support queries via phone and email.
8. Prepare technical documentation, e.g. network diagram, technical procedure & project workflow documents with Hands-on technical work (including installation, operation, and troubleshooting).
9. Good technical knowledge and experience with Windows Servers, MS Exchange server, MySQL, and networking, including TCP/IP, DNS, DHCP, Firewall, virtualization, VPN, network storage technologies etc.
10. A standing regularly meeting scheduled, project meeting that occurs every month.
11. Developing work team and individual employee skills and capabilities
12. Monitoring and providing feedback on day-to-day performance with motivating employees.
13. Maintain proper label confidentiality appropriate business practice in dealing with and for the company and its team management.
14. To lead and guide the engineering & development team to get the project.
15. Manages the day-to-day operations of the PCC host computers by monitoring system performance, configuration, maintenance and repair.
16. Develops and maintain plans, policies, and procedures for all project phases with new system and application implementation plans, custom scripts and testing procedures to ensure operational reliability.
17. Prepare technical documentation, e.g. network diagram, technical procedure & project workflow documents.
18. Performs troubleshooting as required. As such, leads problem-solving efforts often involving outside vendors and other support personnel and/or organizations.
19. Develops procedures to maintain security and protect systems from unauthorized use, acts of nature and user abuse.
20. Develops tools, procedures, and training sessions for Operations, Client Support and Systems Development staff to assist with work.
21. Configure and troubleshoot software and hardware enhancements, application deployments and infrastructure up-grades.
22. Lead a team of systems administrators to manage servers and other computer system aspects of company.
23. Works with Sales Team to develop & implement specific account penetration strategies, produce account specific product & service & sales plans.
24. Work closely with developers and testers to ensure functional designs and also assigns duties, responsibilities, and scope of authority to project personnel.
25. Prepare technical documentation, e.g. network diagram, technical procedure & project workflow documents with Hands-on technical work (including installation, operation, and troubleshooting).
26. Good technical knowledge and experience with Windows Servers, MSSQL Server, MS Exchange, MySQL, and networking, including TCP/IP, DNS, DHCP, Firewall, virtualization, VPN, network storage technologies etc.
27. A standing regularly meeting scheduled, project meeting that occurs every month.
28. Developing work team and individual employee skills and capabilities
29. Monitoring and providing feedback on day-to-day performance with motivating employees.

2. **Sr System Engineer (IT & IPTSP) (January 1, 2014 - March 10, 2016)**

Mir Telecom Limited

Company Location : Red Crescent Borak Tower (Level-10), 71-72 Old Elephant Road, Eskaton Garden, Dhaka-1000

Department: Technical

Duties/Responsibilities:

1. Monitor & Maintenance VOIP Soft switch activities, integrated billing system with System Support of overall IT and IPTSP Network Rollout of the Company.
2. Monitoring and Maintenance Nagios and Cacti Server.
3. Configure Asterisk based (Elastix) PBX server with Configure ATA and IP Phone set.
4. Install and configure Linux / Unix (RedHat, Ubuntu, Debian and Centos) with configure and maintenance Media Gateway device FXO-FXS VOIP devices.
5. Monitor & Maintenance MikroTik RouterOS (Bandwidth Shaping, Firmware Upgrade, DHCP, PPPoE Server, PPPoE Client, PPTP, Secure VPN Tunnel (IPsec, EoIP, IPsec), SPAM Filtering, Failover, Firewall, Load Balance, Web Proxy, URL Blocking, NAT (src, dst), Scripting.
6. Able to Install and configure Networking device like Switch, Router, Firewall, Fail2ban, iptables, ACL, Bandwidth manager and perform schedule or emergency maintenance work.
7. System health check and providing support during maintenance and planned work execution
8. Providing 1st line technical support, answering support queries via phone & email.
9. Deploy Maintenance Product of HP ProLiant DL380p Gen8 series server and PowerEdge M830 series server.
10. Solid experience working with Windows Servers, MS Exchange, MySQL, and networking, including TCP/IP, DNS, DHCP, Firewall, Virtualization and SD-WAN storage technologies etc.
11. Manages the day-to-day operations of the PCC host computers by monitoring system performance, configuration, maintenance and repair.
12. Develops and maintain plans, policies, and procedures for all project phases with new system and application implementation plans, custom scripts and testing procedures to ensure operational reliability.
13. Prepare technical documentation, e.g. network diagram, technical procedure & project workflow documents.
14. Performs troubleshooting as required. As such, leads problem-solving efforts often involving outside vendors and other support personnel and/or organizations.
15. Develops procedures to maintain security and protect systems from unauthorized use, acts of nature and user abuse.
16. Develops tools, procedures, and training sessions for Operations, Client Support and Systems Development staff to assist with work.

3. **Sr. System Support (August 1, 2011 - December 31, 2013)**

Dhakacom Limited (A concern of PARTEX)

Company Location : Navana Tower(7th Floor) 45 Gulshan-1, Dhaka

Department: System Support (NOC)

Duties/Responsibilities:

- Monitor & Maintenance all NOC activities with System Support of overall Network Rollout of the Company.
- Follow up, escalation & other parallel communication with NOC & related departments.
- Troubleshooting Windows & Linux based System (Mail Server, Proxy Server & Gateway server).
- Maintain IPTSP Server with Configure ATA, IP Phone and soft dialer.
- Monitor & Maintenance MikroTik RouterOS (Bandwidth Shaping, Firmware Upgrade, DHCP, PPPoE Server, PPPoE Client, PPTP, Secure VPN Tunnel (IPsec, EoIP, IPsec), SPAM Filtering, Failover, Firewall, Load Balance, Web Proxy, URL Blocking, NAT (src, dst), Scripting,
- Network Health monitoring for core, distribution and access level.
- Monitor and Maintenance Nagios Server and Cacti Server with 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.
- Troubleshoot and Maintenance AXS Controller with DHCP also Perform schedule or emergency maintenance work.
- Install and configure Linux / Unix (Red Hat, Centos, Ubuntu, Elastix and Asterisk server).

4. Assistant Network Engineer (September 1, 2009 - January 30, 2010)

Data Net Corporation Limited

Company Location : Dhanmndi, Dhaka-1205

Department: IT and Network Support

Duties/Responsibilities:

Managed and administered Windows/Linux systems Performed periodic maintenance, provided technical support and executed systems engineering.

Maintained MS Exchange Server Performed troubleshooting and provided resolutions for server problems.

Implemented proper recovery procedures for disasters and administered user-accounts mailbox.

Maintained the timely back-up of important data and management resources.

Assisted in the timely recovery of data lost due to software crash or hardware failure.

Conducted periodic performance tests on existing servers.

Managed and advised the deployment of new system designs.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
Masters of Science (MSc)	Information Technology	Jahangirnagar University	CGPA:3.22 out of 4	2016	1 Year 4 Months	First Class with 69% marks obtained.
B.Sc in Engineering	Electronics and Telecommunication Engineering	Daffodil International University	CGPA:2.83 out of 4	2011	4 year	Second Class with 64% marks obtained.
Diploma in Engineering	Department of Computer Technology	National Institute of Technology	CGPA:2.83 out of 4	2007	4 year.	Second Class with 64% marks obtained.
S.S.C. (Vocational) 2003	General Electrical Works	Bangladesh Technical Education Board	CGPA:3.45 out of 5	2003	2 year	First Class with 69% marks obtained

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Audio Broadcasting (AM)	Audio Broadcasting, MSC Controlling, Amplitude Modulation.	Bangladesh Bater	Bangladesh	Bangladesh Bater, Sher-e Bangla, Dhaka-1207	2011	4 Months
Linux RedHat	Network Fundamentals, Routing Protocols, User Administration, Password Reset, DNS, Postfix, Sendmail, Dovecot, Squirrelmail, Roundcube, Proxy, DHCP, IPTABLES, Web Server, Media Server, FTP, Gateway Server, NAT, Samba, Telnet, Backup).	New Horizon, Chittagong	Bangladesh	Chittagong	2007	4 Months
Cisco Certified Network Associates (CCNA)	Network Fundamentals, Routing Protocols, LAN Switching and Wireless, Accessing the WAN. Protocols: IP, IGRP, Serial, Frame Relay, IP RIP, VLANs, RIP, Ethernet, Access Lists.	New Horizon, Chittagong	Bangladesh	Chittagong	2006	6 Months
CompTIA A+ certification	In this course, you will install, upgrade, repair, configure, optimize, troubleshoot, and perform preventative maintenance on basic personal computer hardware and operating systems with other application Software installation, Networking Fundamentals.	New Horizon, Chittagong	Bangladesh	Chittagong	2004	6 Months

Professional Qualification:

Certification	Institute	Location	From	To
IP TELEPHONY	bdNOG - Bangladesh Network Operators Group	BRAC Centre INN, Mohakahli, Dhaka.	May 18, 2015	May 23, 2015

Career and Application Information:

Looking For	: Mid Level Job
Available For	: Full Time
Present Salary	: Tk. 43000
Expected Salary	: Tk. 20,000
Preferred Job Category	: Bank/Non-Bank Fin. Institution, IT/Telecommunication
Preferred District	: Chattogram, Cumilla, Cox's Bazar, Dhaka
Preferred Country	: Germany, India, Saudi Arabia, United Kingdom, United States, Australia, Kuwait, Russia, South Korea
Preferred Organization Types	: Telecommunication, ISP, Computer Hardware/Network Companies, Govt./ Semi Govt./ Autonomous body, NGO, Engineering Firms, Hotel, Airline, Group of Companies, Research Organization

Specialization:

Fields of Specialization	Description
<ul style="list-style-type: none"> • LAN/ WAN • Windows 2000/ 2003 Server(s) • Linux • Linux-based Mail Server • Wireless • VOIP Solutions • Asterisk • Cisco • Switches/ Routers • Data Entry Operator/ Supervisor 	<p>• Routers (Cisco 3600, 3000, 2950, 2900, 2600, 2500, 800, 811) and Switches (Cisco 3500, 2960, 2950, 2900).</p> <p>• Routing Protocol Basic (Cisco BGP, OSPF, EIGRP, IGRP, RIP) and Routed Protocol (TCP/IP).</p> <p>• Cisco (DHCP, ACL, NAT, Inter VLAN Routing, GRE Tunnel, VLAN, VTP).</p> <p>• MikroTik RouterOS (Bandwidth Shaping, Firmware Upgrade, DHCP, PPPoE Server, PPPoE Client, PPTP, Secure VPN Tunnel (IP-IP, EoIP, IPSec), SPAM Filtering, Failover, Firewall, Load Balance, Web Proxy, URL Blocking, NAT (src, dst), Scripting,</p> <p>• Linux/Unix (RedHat, Centos, Ubuntu, User Administration, Password Reset, DNS, Postfix, Sendmail, Dovecot, Squirrelmail, Roundcube, Proxy, DHCP, IPTABLES, Web Server, Media Server, FTP, Gateway Server, NAT, Samba, Telnet, Backup).</p> <p>• Networking (TCP/IP, OSI Layer Model, Designing Network Diagram & Troubleshooting, Wi-Fi & Access point Network Setup, VPN Tunnel & IPSec with VPN Box, FDDI, and Token Ring).</p> <p>• IP Telephony/IPTSP (Elastix, Asterisk, VICI Dial, SIP, Call Manager Integration, IPPBX, Call Centre Solution) VoIP Routing & Switching, all kinds of IP Phone, ATA devices with FXO-FXS, E1 & SS7 Media Gateway devices.</p> <p>• Implemented SNMP on devices to allow for network management.</p> <p>• Implemented Traffic Filters using Standard and Extended access-lists, Distribute-Lists, and Route Maps.</p> <p>• E-mail Services (Microsoft Outlook 2003/2007, Outlook Express, Eudora, Mozilla Thunderbird).</p> <p>• Microsoft Windows (Microsoft Windows 98, 2000, XP, Vista, Windows 7 & Microsoft Windows Server 2003, 2008, 2012, MS Word, MS Excel, Power Point, MS Access, MS Visio, Microsoft Visual Studio .NET).</p> <p>• Able to Install and configure and perform schedule or emergency maintenance work in Networking device like Switch, Router, Firewall, ACL, Bandwidth manager, physical, virtual systems and application software with Website management portal upgrade schedule basis.</p> <p>• Good technical knowledge and experience with Windows Servers, MSSQL Server, MS Exchange, MySQL, and networking, including TCP/IP, DNS, DHCP, Firewall, virtualization, VPN, network storage technologies etc.</p>

Extra Curricular Activities:

As a Member of (IEB) The Institution of Engineers, Bangladesh from 2015. As a Associate Member of Bangladesh Computer Society from 2014. Organising Convener of Cox`s Bazar District Student Forum, Dhaka. A life Member of ETECLUB of Daffodil International University. A Member Bangladesh WUSHU Association (Martial Arts). Completed training course on Written and Spoken English conducted by S@ifursâ Panthapath, Dhaka.

Language Proficiency:

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

Personal Details :

Father"s Name : Abdus Salam
 Mother"s Name : Jahanara Begum
 Date of Birth : March 15, 1988
 Gender : Male
 Marital Status : Single
 Nationality : Bangladeshi
 Religion : Muslim
 Permanent Address : Village: Fulchari Shiapara, P.O: Khutakhali, P.S: Chakaria, Dist: Cox`sbazer
 Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Dr. A.K.M Fazlul Haque	Helaluddin Ahmed
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