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TANVIR IMTIAZ

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Career Objective:

A highly motivated individual wishing to use analytical, logical, organizational and IT knowledge to pursue a long term career in IT field as a professional IT Specialist to significantly contribute in organizational development and to bring persona

Career Summary:

AIUB, LINUX, CCNA, RHCSA, RHCE & IELTS from BRITISH COUNCIL

Special Qualification:

AIUB, LINUX, CCNA, RHCSA, RHCE & IELTS from BRITISH COUNCIL

Employment History:

Total Year of Experience : 8.3 Year(s)

1. **Network Engineer (January 15, 2017 - Continuing)**

Aamra Networks Ltd.

Company Location : Safura Tower (12th Floor) 20 Kemal Ataturk Avenue, Banani C/A Dhaka -1213, Bangladesh

Department: Technical Support Department

Duties/Responsibilities:

• Issue Resolution : Troubleshoots, diagnoses and resolves network problems.

Researches, analyzes and recommends the implementation of software or hardware changes to rectify any network deficiencies or to enhance network performance.

• Network Connectivity : Provides technical support for network connectivity or related network issues for the user community.

• Configure IP Address/Route, BGP, ARP IP MAC Bind Bandwidth Manager, Load Balance, Auto Fail Over, IPsec VPN, VPN, Hotspot server, PPTP Server, EoIP, Bridge connectivity in Mikrotik RouterOS Board.

• Provide support and Configure Linux (RedHat , Debian) Mail server (Qmail) , SMTP authentication (SSL), IMAP, DHCP, Webmail (Apache Web server), Webmin , Open VPN, VPN and bandwidth related issue.

• Mail related problem (incoming/outgoing) troubleshooting in all kind of mail application software (Microsoft Outlook, ThunderBird, MAC OSx Mail)

• Installation & configuration of routing and switching equipment.

• Identifies, troubleshoots problems of fiber optical network & Radio Connectivity.

• Remote support of on-site engineers and end users/customers during installation and configuration.

• Network problem finding and troubleshooting in an early possible time through remote assistance or over phone and visit client end if necessary.

• Report to the line authority on network status and support , un-attendant calls & e-mails in a professional manner , Creating Tickets of all received calls & e-mails from the client, Give update in the ticket and internal communication media on daily basis.

• Coordinate with Contact center, Service & Support team, Infrastructure, Core Network, VAS & Clients (Corporate & data) daily basis on complained issue and trouble ticket.

• Network Monitoring : proactively monitor & analyzes Backbone and other network activity & network problems , IPLC Connectivity status using Nagios, MRTG, Whats-Up-Gold, SmokePing , Online UPS monitoring using SNMP View to discover and prevent any disaster and ensure network stability & maximum performance.

• Communicate with different vendors and NTPN providers for escalation , trouble Ticket handling / follow-up with them.

• Maintaining strong relationship with valued clients and other professionals

• Training new employees.

2. Customer Support Officer (June 1, 2013 - December 22, 2016)

Amber IT (Amber Group)

Company Location : Navana Tower (7th Floor)45 Gulshan South C/A, Circle-1

Department: System

Duties/Responsibilities:

• Maintain & troubleshooting company's or client's network issues.

• Configuring and maintaining Mikrotik, Wireless Broadband router, access point, hotspot etc.

• Designing and implementing wireless architectures (Cisco Aironet APs and Unify controllers).

• Maximizing network performance by routine monitoring.

• Analyse Customers requirements and prepare action plan for deployment.

• Designing and implementing customer's network infrastructure and configuration of routing and switching equipment.

• Configuration of hosted IP voice services.

• Configuring Router to Router VPN.

• Monitor the connectivity of Banks, Corporate or VIP client and notified them by Phone, E-mail or SMS.

• Monitor and Diagnose the Trouble Tickets and provide Solution.

• Complete the Cycle of new Client Installation Process and Remote support of on-site engineers and end users/customers during installation.

• Ensure Customer Support over Phone or E-mail or Physical Presence and Supervise the Support Team and ensure the quality customer support.

• Handling clients professionally during all interfaces.

• Document all network set-ups.

• Training new employees.

3. Jr. Executive (March 1, 2010 - December 31, 2012)

Rajbari Group of Companies

Company Location : 237,Outer Circular Road, Boro Mogbazar,Dhaka,Bangladesh

Department: IT

Duties/Responsibilities:

• Configuring and maintaining Local area networks (LANs) and network devices .

• Identify network faults and maximizes network performance by monitoring performance; troubleshooting network problems and outages.

• Installing new software, anti virus and hardware and Providing technical support for people using the network.

• Suggesting IT solutions to business problem

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
CSE	Computer Science & Engineering	American International University Bangladesh (AIUB)	CGPA:3.26 out of 4	2013	4 years
Advanced Diploma in Computer Science & Engineering	Computer Science & Engineering (CSE)	National Youth Development And Self-Employment Academy(NYDASA)	CGPA:4 out of 5	2008	One and half years(Completed 2 semesters out of 3)
HSC	Science	Govt. ShundorbanAdarshaCollege,Khulna	CGPA:3.9 out of 5	2006	2 Years
SSC	Science	Govt. Khulna ZillaSchool,Khulna	CGPA:4.63 out of 5	2004	2 Years

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Internship	Networking & networking security	Monami Impex Ltd.	Bangladesh	Motijheel	2013	3 Months

Professional Qualification:

Certification	Institute	Location	From	To
RHCE (In Progress)	Linux Pathshala	Lalmatia, Dhaka	November 17, 2016	November 19, 2016
Red Hat Certified System Administrator (RHCSA) (Certificate Number:160-223-426)	Linux Pathshala	Lalmatia,Dhaka,Bangladesh	October 25, 2016	October 25, 2019
CCNA (1,2,3,4)	American International University Bangladesh (AIUB)	Banani,Dhaka,Bangladesh	November 22, 2013	May 6, 2014

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Present Salary : Tk. 31000
 Expected Salary : Tk. 15,000
 Preferred Job Category : Engineer/Architect, IT/Telecommunication
 Preferred District : Anywhere in Bangladesh.
 Preferred Country : Italy, Japan, Malaysia, United Kingdom, United States, Australia, Canada, Kuwait, Singapore, United Arab Emirates
 Preferred Organization Types : Telecommunication, Software Company, IT Enabled Service, Computer Hardware/Network Companies, Multinational Companies, Engineering Firms, Electronic Equipment/Home Appliances, Group of Companies, Automobile, Mobile Accessories

Specialization:

Fields of Specialization
<ul style="list-style-type: none"> • Cisco • System Engineer (Computer Network & System) • Linux

Language Proficiency:

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

Personal Details :

Father"s Name : M.A. Haider
 Mother"s Name : Khodeza Haider
 Date of Birth : June 26, 1989
 Gender : Male
 Marital Status : Single
 Nationality : Bangladeshi
 Religion : Islam
 Permanent Address : Vill-Jugni, Post-Baghini, Subdistrict (Upazila)-Shailkupa, District-Jhenaidah
 Current Location : Dhaka Division

Reference (s):

	Reference: 01	Reference: 02
Name	: Dr Aminul Haque Faraizi	Md. Kamrul Kibria
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Relation	: Relative	Relative
