SANJED AHAMED

Present Address: 645, Nazir Shankarpur Road, Bejpara, Jessore Sadar-7400.
Cell No: +8801674202979
E-mail: Sanjedahamed1994@gmail.com
LinkedIn: https://www.linkedin.com/in/sanjed-ahamed

Career Objective:

Dedicated and skilled Data Center NOC and Facility Engineer with 5 years of experience in disaster recovery data center operations, network monitoring, and facility maintenance. Experienced in presales engineering and holds a CCNA certification along with a Bachelor's degree in Electrical and Electronics Engineering (EEE) with a strong background in network monitoring, incident management, and facility maintenance.

Professional Experience:

Total Year of Experience: 5+ Years.

Network Operation Center (NOC) & Facility Engineer   01 July 2021- Present
Dipon Consultancy Services – Dipon Group
Rangs FC Enclave, Level- 4, Plot # 6/A, Road NO # 32, Gulshan Avenue, Dhaka -1212, Bangladesh.
(e-Passport and Automated Border Control Management Project- Under Veridos GmbH Germany.

Network Operation Centre (NOC) Engineer:

- Monitor and maintain disaster recovery data center infrastructure, ensuring optimal performance and uptime.
- Respond to and resolve network and system issues, minimizing downtime and service interruptions.
- Provide timely and accurate communication regarding incident status and resolutions.
- Work closely with cross-functional IT, Security, Operations teams to resolve issues and improve processes.
- Manage incident response and escalate critical issues to appropriate teams.
- Perform regular system checks and maintenance tasks to ensure data integrity and security.
- Utilize monitoring tools such as DCIM & CheckMK to track performance and identify potential issues. Responded to incidents promptly, adhering to SLAs and maintaining service level objectives.
- Response to incidents promptly, adhering to SLAs and maintaining service level objectives.
- Maintain and document configuration changes, upgrades, and maintenance activities.

Facility Engineer:

- Lead and manage all aspects of facility operations for a disaster recovery data center, ensuring reliability, safety, and efficiency.
- Monitor environmental conditions and implement measures to maintain optimal operating conditions within the facility.
- Plan and oversee scheduled preventive maintenance programs for critical infrastructure systems, including HVAC, electrical, integrated security system, and fire suppression systems to extend the life of equipment and reduce future downtime.
- Conduct regular inspections and audits to assess equipment performance and identify potential issues before they escalate.
- Maintain comprehensive documentation of maintenance activities, inspections, and equipment performance records.
- Conduct daily checklists and inspections to ensure facility readiness and compliance with operational standards.
- Train and mentor facility staff in maintenance procedures, safety protocols, and operational best practices.
- Manage vendor replacement of faulty equipment, maintain inventory, activity and procedure documentation.

Senior Executive-Presales (Technical Support Engineer).   February 2020- June 2021.
Mytech Partners Limited.
H#1146, R#9/A, Avenue#10, Mirpur DOHS, Dhaka, Bangladesh.

- Collaborated with sales teams to provide technical solutions for clients, including product demonstrations and presentations.
- Analyzed customer requirements and designed appropriate data center solutions to meet their needs.
- Provided technical support during the sales process, addressing client inquiries and resolving issues.
- Prepared detailed proposals and technical documentation to support sales efforts.
- Conducted site surveys and provided input on data center infrastructure improvements.
- Conducted technical presentations and product demonstrations for potential clients, showcasing the capabilities and benefits of solutions.
- Managed the tender process, including preparation, documentation, submission and follow-ups.
- Led multiple data center projects from initiation to completion, ensuring they were delivered on time and within budget.
- Developed and managed quarterly preventive maintenance schedules to ensure data center reliability and performance.
- Conducted emergency maintenance activities to promptly address and resolve critical issues.
- Provided post-sales technical support and troubleshooting for deployed data center solutions.

Education:

1. **Bachelor of Science-B.SC. in Electrical & Electronic Engineering (EEE).**
   American International University Bangladesh-(AIUB**),** Passing Year: 2017, CGPA: 2.87 Out of 04.

2. **Higher Secondary Certificate-HSC, Science.**
   Milestone School & College, Passing Year: 2011, GPA: 4.40 Out of 05.

3. **Secondary School Certificate-SSC, Science.**
   Zeal Bangla Sugar Mills High School, Passing Year: 2009, GPA: 4.19 Out of 05.

Certifications, Courses and Training:

1. **Cisco Certified Network Associate-CCNA**
   American International University Bangladesh -AIUB. Duration: 07 April 2023 – 22 Sept 2023.
   Cisco ID: CSCO14470786; Certification Date: March 03, 2024.

2. **Junior Cybersecurity Analyst.**
   Skills for All - Cisco Network Academy, Duration: 120Hrs.

3. **PCB Design and Circuit Simulator Software by proteus (IEEE).**
   American International University Bangladesh -AIUB.

4. **Data Centre Products, Software & Standard operating procedure (SOP) Training.**
   Mytech Partners Limited Duration: Feb 2020 -Sept 2020

SL	Product	Vendor	Institute	Year
1	Certified Data Centre Professional-CDCP	-	DCiCON Limited	**2020**
2	Data Center Infrastructure Management-DCIM	Sunbird	Mytech Partners Ltd.	**2020**
3	Automatic Voltage Regulator-AVR	Ortea	Mytech Partners Ltd.	**2020**
4	Uninterruptible Power Supply-UPS	Centiel	Mytech Partners Ltd	**2020**
5	Battery Monitoring System -BMS	Power Shield	Mytech Partners Ltd	**2020**
6	Environment Monitoring System-EMS	Jacarta & NTI	Mytech Partners Ltd	**2020**
7	Precision Air Conditioner-PAC	Stulz	Mytech Partners Ltd	**2020**
8	Very Early Smoke Detection Apparatus-VESDA	Xtrails &Securiton	Mytech Partners Ltd	**2020**
9	Integrated Security System- CCTV, Access Control & Mantrap.	Gunnebo, Axis Suprema, Alluser	Mytech Partners Ltd	**2020**
10	Automatic Fire Suppression System-AFSS & Detection System.	Program & Zeta	Honeycom IT & Automation Pvt. Ltd.	**2023**

Skills and expertise in Networking:

- **CCNA Certified.**
- **Junior Cybersecurity Analyst.**
- **Networking Fundamentals**: Understanding of networking concepts, including OSI and TCP/IP models, subnetting, IP addressing and routing protocols.
- **Router and Switch Configuration:** Proficiency in configuring and managing Cisco routers and switches, including basic configuration, VLANs, trunking, and port security.
- **Routing Protocols:** Knowledge of dynamic routing protocols such as OSPF, EIGRP, RIP Etc.
- **Switching Technologies:** Familiarity with switching technologies such as STP, VLANs, VTP and EtherChannel.
- **Network Security:** Basic knowledge of network security principles, including (ACLs), NAT, VPN and basic **(FortiGate)** firewall configuration.
- **Wireless Networking:** Understanding of wireless networking concepts, including WLAN standards, security protocols (WPA, WPA2), and basic wireless configuration.
- **Network Troubleshooting:** Proficiency in troubleshooting common network issues.
- **Network Management**: Familiarity with network management protocols such as SNMP.
- **IPv6 & IPV4**: Basic understanding of IPv6 & IPV4 addressing and configuration.
- **Cisco IOS**: Ability to navigate and configure Cisco IOS, CLI for routers and switches.
- **Network Design:** Understanding of basic cisco hierarchical network design.
- **Basic Understanding of-** DMZ, WAN, MPLS, VRF, VRF Lite, BGP, Site to Site VPN, DMVPN etc.
- **Network monitoring tool:** Checkmk.
- **DCIM**- Data Center Infrastructure Management Monitoring Tools.
- **Ticketing:** JIRA Service Desk & Help Desk
- **Simulation Software:** EVE-NG & Cisco Packet Tracer.

Skills and expertise in Facility :

- **Vendor Management:** Working with external service providers and vendors for repairs, maintenance, and installations.
- **Facility Management**: Understanding of HVAC systems, Air Compressor, electrical systems, and other mechanical components within a facility.
- **Preventive Maintenance:** Developing and implementing preventive maintenance schedules to ensure the proper functioning of equipment and systems
- **Troubleshooting:** Diagnosing and resolving issues related to facility infrastructure and equipment.
- **Technical Knowledge:** strong understanding of electrical systems including HVAC, UPS, generators, and fire suppression systems, Access Control Systems, CCTV system.
- **Facility Monitoring and Management Tools**: Proficiency in using monitoring Such as DCIM management tools to track key metrics such as temperature, humidity, power usage, and equipment status, allowing for proactive maintenance and troubleshooting.

Additional Skills:

- **Analytical Skills**   • **Time Management**   • **Leadership**   • **Flexibility**

Language Proficiency:

- **Bangali:** Native   • **English**

Reference (s):

Name: Shankar Pahari
Job Title: Operations Manager
Company Name: Veridos GmbH – Identity Solutions by Giesecke+Devrient and Bundesdruckerei
Mobile : +49 173 7214431
Mailto: shankar.pahari@veridos.com

Name: Muzammel Haque
Job Title: Technical Manager
Company Name: Veridos GmbH (e-passport and automated border control management project)
Mobile : +8801745-575006
Mailto: mhaque@vd-projects.com