

TAHMID UL MUNTAKIM

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Executive Summary

Professional with more than 5 years of extensive experience in Technical Support, Systems, Server & Storage Administration, Linux/Unix/Windows Administrations, Backup Solutions, Virtualisations, Network Operations, Applications, Information Security etc.

Capable of :-

- Team management, Client servicing & Vendor management
- Incident and escalation management, overseeing incidents, change, problem tickets and maintaining their SLA's
- Ensuring timely and high quality service delivery & SLA compliance
- Contingency planning & Risk management
- Proposing improvements in the operations and processes to make the system compliance & reliable.
- Regular and timely reporting of service levels to the client monthly & Quarterly
- Managing the licensing situation of the IT environment and participating Disaster Recovery planning
- Ability to work closely with upper management
- Good interpersonal skills among team, cross functions and partners

Professional Certifications

1. Red Hat Certified Systems Administrator (RHCSA) Red Hat License 140-126-939
2. Red Hat Certified Engineer (RHCE) Red Hat License 140-126-939
3. Red Hat Certified System Administrator in Red Hat OpenStack License 140-126-939
4. Red Hat Certificate of Expertise in Hybrid Cloud Storage License 140-126-939
5. Red Hat Certified Virtualization Administrator License 140-126-939
6. Hitachi Data Systems Qualified Professional – Modular Storage installation (HAT-420)

Professional Contour

Organization –Mahindra Comviva

May 2018 - Current

Designation – Technical Consultant

Location – Gulshan 1, Taj Casillina Tower, Level 4, Comviva Office

1. Analyse problems; recommend solutions, products and technologies to meet business objectives.
2. Contributed to ongoing process improvement activities that enhance usability and add value to the customer's experience
3. Handled customer support activities including 24/7 on-call duty.
4. Identifying system data, hardware, or software components required to meet user needs.

5. Drive Product and Process quality improvement
6. Minimizing customer escalations proactively with proper customer responds and update.
7. Coordinate and follow up with OEMs & HW support partners for speedy resolution of third party issues.
8. Troubleshoot the application related issues. (Pretups/ IRIS/Mobiquity)
9. Worked in the maintenance and enhancements of applications
10. Providing the support of mission-critical billing mediation systems
11. Involved in constant analysis, system monitoring, responding to critical/severe business problems, handling customer queries and doing appropriate escalation based on criticality and feasibility
12. Researched and implemented new and upcoming technologies for community site integration.
13. Support sales and marketing teams providing technical guidance.

Major Clients: Robi, Banglalink and Grameenphone

Organization - Augmedix

March 2016 to May 2018

Designation - Sr. Network Engineer

Location – Augmedix Building Suite 203 17/C, Panthapath, Dhaka 1215

- 1) Accountable for migration and implementation of Freshdesk ticketing platform
- 2) Maintain & documented all project through jira and confluence.
- 3) Responsible for troubleshooting and resolve issues with VMware (ESXi, DaaS) and Active Directory services in the organisations
- 4) Responsible for diagnosis all Level 3 service ticket issue related the networks for the Providers/Customers.
- 5) Maintained deadline and assist project manager to complete all on-going projects.
- 6) Prepare and analysis RCA reports for all major and critical incidents.
- 7) Provide Support on all windows and Linux/Unix related support
- 8) Accountable for implementing IT-based system policies ensuring HIPAA compliance on Scribe/ Production Environment/network
- 9) Participate in 24x7 on-call rotations & weekend network maintenance activity
- 10) Auditing Wi-Fi network to ensure secure and reliable network for our customers using Google Glass,
- 11) Configuration, management, and support of hardware-based Firewall (Cisco ASA & Firepower)
- 12) Lead & manages offshore Augmedix Partners (IDS, Decipher, Medsource, Only Group) in India, Sri Lanka, Dominican Republic and US California.
- 13) Travelled to overseas partners to assess training and consulted IT operations team to help them understand Augmedix Solutions and service requirements.
- 14) Builds and maintains vendor relationships and manages the purchase of hardware and software products.

Organization - Tech Valley Networks Limited

Nov 2015 to Feb 2016

Designation - Senior System Engineer (Nov 2015 to Feb 2016)

- System Engineer (Aug 2014 to Oct 2015)

Location – Sharif Mansion | 2nd Floor | 11, Mohakhali C/A | Dhaka - 1212 | Bangladesh

1. Responsible for providing support on all types UNIX, Solaris ,Oracle Linux ,Redhat etcos related problems
2. Accountable for configuring logical domains and Solaris zones with high availability in Oracle SPARC servers within project deadline.
3. Providing 2nd level O&M support of Oracle high and medium range SPARC and x86 servers, Storage and tape libraries within SLA of the customers.

4. Installation and configuration new servers as per the project plan.
5. Install and up gradation of Solaris OS, Administration of Solaris Cluster, Oracle backup, enterprise manager etc.
6. Provide and rectify OS end issue based on Vulnerability assessments
7. Installation & configuration of Netbackup software and policies as per project & client requirements
8. Setup & configure various Oracle, Dell, Hitachi Servers and Storage.
9. Installation & configuration of LDOM for SPARC machine in Solaris
10. Installation & administration VMware Vcenter, DaaS etc
11. Brocade SAN Switch configuration

Major Clients : Robi Axiata, Grameen Phone, Walton Hi-Tech Industries, , bKash, Eastern Bank Ltd., Prime Bank Ltd., Banglalink, Comviva etc

Organization - NHQ Distributions Limited

June 2013 to July 2014

Designation - Information Security Engineer

Location – Haque Chamber (Level-11A), 89/2 West Panthapath, Dhaka-1215

Solutions-oriented IT Security Specialist with notable success directing a broad range of corporate IT initiatives while participating in planning and implementation of information security solutions in direct support of business objectives.

1. Demonstrated capacity to implement innovative security programs that drive awareness, decrease exposure and strengthen organizations.
2. Hands-on experience leading stages of system development efforts, including requirements definition, design, architecture, testing, and support.
3. Outstanding leadership abilities; able to coordinate and direct all phases of project-based efforts while managing, motivating and leading project teams.
4. Expert at building up effective protection/ security policies and processes, design documentation and milestones, and technological/ line specifications.
5. Implemented Symantec IT Management Suit, McAfee End Point Security, Email Gateway, DLP, HIPS

Major Clients: Bangladesh Bank, UCBL, Robi, Banglalink, City Bank, Islami Bank, Bangladesh Airlines etc

Projects Summary:-

- Installed & Configured SUN T5-4, T5-2 & X4-2L Servers in ROBI CRM Project
 - Installed & Configured SUN T5-2 Servers at ROBI ODS Project. (CRM expansion projects)
 - ROBI Easy load DB upgrade project on SUN M-5000 server
 - Installed & Configured SUN T2000 servers in Banglalink Comviva Projects
 - GP ERS project DR and PR: Installed & Configured T5-2, X5-2 servers.
 - GP IRIS Project DR and PR: Installed & Configured x5-2 servers
 - GP MFS project: Installed & Configured T4-4 & X5-2 servers, installed & mounted Cisco L2 & L3 Switch, Brocade FC switch, etc.
 - Hitachi Unified Storage 130 implementation and configuration at bKash Ltd
 - McAfee End Point Security and Email Gateway at Islami Bank Bangladesh Ltd
 - Symantec IT Management Suite at Lafarge Surma cement ltd.
 - Implement foolproof HIPAA Complaint environment at Augmedix
 - Managing and enabling new Partners worldwide(Decipher, IDS, Only Group etc) while in Augmedix
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Core Competencies

System Administration, Linux\Unix Administration, Vendor Management, Customer Management, Technical Support, Team management, Project management, Client servicing, Network & Systems Security, Data Recovery, Disaster Recovery Planning & Contingency Planning:-

- **Platforms:** Microsoft Windows® operating systems from 98 on, Windows Server, Linux, Unix, Solaris 9/10/11, RedHat 5/6/7, CentOS, Ubuntu etc
- **Networking:** HIPS, Firewall (Untangle/FortiGate/Dell SonicWALL etc.), Email gateway, Access Point, Aryaka Network, Switch etc.
- **Languages:** Bash Shell in Linux
- **Ticketing System:** Freshdesk, Zen desk
- **Virtualization:** VMware ESXi, VMware Desktop as a Service(DaaS), AWS
- **Software Development Tool:** Jira, Confluence
- **System:** Sparc & x86 Server(SUN, Dell, HP), Storage(Hitachi HUS 130, EMC Unisphere / VNX /Sun Storages), SAN Switch, Load Balancer (BIG IP)
- **Other Tools:**
 - McAfee/Symantec Virus Protection Utilities, Sophos
 - Microsoft Office (including Microsoft Word, Microsoft Excel, Microsoft PowerPoint®, Microsoft Access, and Microsoft Outlook®)
 - LAN Manager, Packet trace, ALTIRIS™ IT Management Suite, Data Loss Prevention(DLP)
 - Backup Exec 2012, NetBackup

Professional Training

1. **Training Name:** Installing and Supporting Hitachi Virtual Storage Platform Midrange Family
Topics Covered: Installing and Supporting Hitachi Virtual Storage Platform Midrange Family - TH12651 & Introducing Hitachi Storage Architecture and Key Features - TC12626
Course Duration: 5 days
Dates: 7/27/15 to 7/31/15
Place: Bangalore, India, Hitachi Data Systems
2. **Training Name:** Installing and Supporting Hitachi Unified Storage - TC12208 (ILT)
Topics Covered: Installing and Supporting Hitachi Unified Storage - TC12208 (ILT)
Course Duration: 4 days
Place: Bangalore, India, Hitachi Data Systems
3. **Training Name:** Linux Advance Professional Trainings (Red Hat Linux)
Topics Covered: Features of Red Hat Linux, Installing Red Hat Linux, System Administration, Administrative Commands, Managing Software with RPM, Managing Users and Groups, Network Interface Check and IP Setup, Server Configuration, Telnet, SSH, SSHD, GATEWAY & Firewall etc.
Course Duration: 2 months
Place: Linux Pathshala (21, Block –A, Lalmatia, Dhaka)
4. **Training Name:** Cisco Certified Network Associate(CCNA)
Topics Covered:
 - Networking Basics, Routers and Routing , Switching Basics and Intermediate Routing & WAN Technologies**Course Duration:** 12 month
Place: American International University - Bangladesh (AIUB)

Scholastic Record in Brief

1. American International University-Bangladesh

Master of Business Administration (MBA.), Management Information Systems (MIS) (2012 - 2014)
CGPA (3.78/4)

2. American International University - Bangladesh

Bachelor's Degree, Electrical and Electronics Engineering (EEE) · (2008 - 2011)
CGPA (3.46/4)

3. Engineering University Higher Secondary School and College

Higher Secondary School Certificate (HSC), Science · (2005 - 2007)
CGPA (4.5/5)

4. Ideal School and College

Secondary School Certificate (SSC), Science · (1998-2005)
CGPA (4.88 /5)

Language Proficiency & Communication Skills

- ☐ Proficient in both English & Bangla
- ☐ Medium of Education is in English in both Graduate & Post-Graduate

Personal Dossier

Date of Birth: 3rd June 1990
Nationality: Bangladeshi
Marital Status: Married
Religion: Islam
Address: Block-E, Road-08, House-15, Banassre Project,
Dhaka -1219, Bangladesh

References are to be furnished upon request
