

# SUNZIDUR RAHMAN

House#195, Road#03  
Mohammadi Housing Society, Mohammadpur  
Dhaka-1207, Bangladesh  
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## Job Objective

Highly motivated tech-support professional skilled in troubleshooting, analyzing and resolving complex technical problems, utilizing advanced resolution procedures looking to work with technical support division.

## Professional Experience

⊙ **Engineer, Network Operation Center** August 2019-Present  
Fiber@Home Limited.

- ⊙ Proactively monitoring network using different NMS.
- ⊙ Provide first level logical support by accessing routers, switches and OLT's remotely, which helps client or our teams to analyze about the fault points.
- ⊙ Collaborate with clients and team in a very modest way and deliver them the queries, which helps them to take an effective action.

⊙ **Support Engineer, Network Operations** September 2018 - July 2019  
Carnival Internet (Sister Concern of SSD-Tech)

- ⊙ Managed control protocols for LAN / WAN infrastructure, ensured proper DNS, IP, Firewall, VPN, and Port forwarding for customer networks.
- ⊙ Proactively used monitoring tools, Acr, OLT's and other stuffs to determine network performance and uptime and responded quickly to incidents.
- ⊙ Collaborated with field engineers and project managers regarding parameters of client projects and performed T3 testing and acceptance.
- ⊙ Developed and maintained reports based upon ticket metrics and ensured SLA's are achieved and client expectations are met (or exceeded)

© **Associate, IT Support**

June 2017- April 2018

Catalyst Solutions (DBA-Adiva Graphics)

- ⊙ Responsible for configuring and maintenance of Netgear and Google OnHub Router and Switches.
- ⊙ Performed all maintenance and troubleshoot Network, Computers and IP Printers, also configuring Security Devices (DVR, NVR, IP Camera, Switches, Access Controller etc).
- ⊙ Maintained and records of all used devices on daily basis.

### Educational Qualifications

**Bachelor of Science**

2016

Electrical and Electronics Engineering

C.G.P.A: 3.58/4

American International University Bangladesh (AIUB)

**Higher Secondary Certificate**

2012

Board of Intermediate Secondary Education, Dhaka

G.P.A: 4.7

Dhaka Imperial College

Science

**Secondary School Certificate**

2010

Board of Intermediate Secondary Education, Dhaka

G.P.A: 4.56

Titas Gas Addarsha High School

Science

### Training Programs and Workshops

© Training on

- ⊙ “Cisco Certified Network Associate (CCNA) Routing & Switching.”  
**Certified:** Verification No. 431984178558JNUN  
1<sup>st</sup> March, 2017 – 7<sup>th</sup> April 2018
- ⊙ Red Hat System Administration (RHCSA- Part 1)  
1<sup>st</sup> March- 30<sup>th</sup> May 2019
- ⊙ “2G, 3G & 4G (LTE) system and DT (Drive Test) technique, Basic functionality and Feature test (Cluster, SSV, Swap) and Log file collection by Temps & Genex  
8<sup>th</sup> Jan – 4<sup>th</sup> Feb 2018

- Probe software.”
- ⊙ “Programming of PLC for Industrial Automation, Maintenance and Troubleshooting of PLC System”  
Engineering Staff College, Bangladesh (ESCB) 1<sup>st</sup> – 29<sup>th</sup>  
January 2017
  - ⊙ Workshop on
    - ⊙ “PSIM Simulation Tools” 28<sup>th</sup> January,  
ESAB AIUB Unit Face 2016
    - ⊙ “Electrical Wiring Designing For Buildings” 28<sup>th</sup> August,  
IEEE AIUB Student Branch 2016

### **Skills**

- ⊙ Professional Skills: Semi-Professional to work on MikroTik and Beginner on Cisco routers OS and Professional to work on ASUS, Netgear, Tp-link, D-link and other physical routers.
- ⊙ Computer Skills: Proteus, AutoCAD 2D and 3D, PLC Automation Programming, MATLAB (Simulink), MICROWIND, familiar with C and C++ programming and advanced Microsoft Word and Excel (VLOOKUP, Conditional Formatting, Matching, Index, Indirect, If, If else, text, filtering etc).
- ⊙ Language Skills: Fluent in English and Bengali.
- ⊙ Problem Solving, troubleshooting

### **Relevant Projects Work (undergraduate level)**

- ⊙ PIC frequency change touch button.
- ⊙ BCD counter seven segment display.

### **Academic Project (undergraduate level)**

- ⊙ “Single phase transformer-less grid tie inverter for roof top PV application.”

### **Awards and Achievements**

- ⊙ Got “DEAN’s AWARD” from The Engineering Department of AIUB in 2016/17 academic year.

### **Activities and Leadership**

- ⊙ Organizer & Logistic Volunteer (2016-2017) IEEE AIUB Student Branch.
- ⊙ Planned engineering outreach events

- ⊙ Worked as an organizer at AIUB Engineering Jubilation 2016.
- ⊙ Logistic Executive (2014-2015) Leaders For Nation.
  - ⊙ Planned and organized “Project EIDer Hashi-Phase 2”.

### Personal Information

- ⊙ Father : Zahidur Rahman
- ⊙ Mother : Selina Sultana
- ⊙ Date of Birth : October 13,1994
- ⊙ Nationality : Bangladeshi
- ⊙ Marital Status : Unmarried
- ⊙ Religion : Islam
- ⊙ Sex : Male

### References

- ⊙ **Ahmed Mortuza Saleque**  
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American International University Bangladesh  
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- ⊙ **Zahidur Rahman**  
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