

Md. Shahjahan Hossain

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OBJECTIVE

Dedicated maintenance engineer focused on building a strong customer base through effective communication. Diligent and focused with a strong commitment to providing superior client service. Engineering technician with an impressive blend of technical expertise and people skills. Committed to providing quality and consistent technical support.

I look forward to developing my career as Maintenance and Production professional where I will be able to implement my leadership skills and overcome new challenges with my team in an efficient manner.

CAREER PROFILE

- Detail-Oriented, efficient and organized professional with extensive experience in Maintenance and production
- Possess strong analytical and problem-solving skill, with the ability to make well thought out decisions.
- Excellent written and verbal communication skills.
- Highly trustworthy, discreet and ethical.
- Resourceful in the completion of projects, effective at multi-tasking.

EDUCATION

- **American International University – Bangladesh.** *May 2015*
BSc Electrical & Electronics Engineering
- **Can't Public School and College BUSMS** 2009
Higher Secondary School Certificate
- **Birampur Pilot High School** 2007
Secondary School Certificate

WORKING EXPERIENCE

- **Daihan Bangladesh**
Electrical Engineer (Maintenance and Production) **1st March, 2017-Continue**
 - ❖ Prepare Critical Spare Replacement Plan & Audit Jobs.
 - ❖ Perform scheduled planned preventative maintenance in accordance to minimized unplanned downtime.
 - ❖ Assist in running an efficient maintenance operation which is able to fulfil operational and customer demand and meet set targets.
 - ❖ Liaise and communicate with other departments, customers, suppliers and other service providers.
 - ❖ Perform effective diagnosis of breakdowns and timely repair of equipment to maximize availability.

- ❖ Control and source maintenance tools, equipment and spares.
- ❖ Prepare lineman duty roaster on a monthly basis ensuring that all teams have efficient resources combination.
- ❖ Effectively lead a team of maintenance technicians/engineers, working with manager and colleagues to ensure smooth workflow with maximum.
- ❖ Understand and maintain high standards of tidiness and organization in line with good 5S (Sort, Set in Order, Shine, Standardize, Sustain) practice.
- ❖ Identify and deploy the technical skill sets, resource levels and systems to complete the maintenance effectively, including the engagement of the external resources as required.
- ❖ Oversee the team's performance, attendance and disciplinary issues.
- ❖ Control and organize the team's daily work schedule to achieve targets set.
- ❖ Implement Centrelines into loss link areas to improve machine run ability.
- ❖ Introduce new CIL (Cleaning, Inspection & Lubrication) task list to improve machine health.
- ❖ Write reports and present progress at maintenance meetings & BDE (Break Down Elimination) meetings.
- ❖ Responsible for the safety of individuals on the team and that of those impacted by any maintenance activity.
- ❖ Understand and work in accordance with mandatory requirements of Health, safety and environmental requirements.

➤ **AUSPICIOUS**

Support Engineer

15th May, 2016 – 27th February, 2017

- ❖ Perform Drive Test to measure network quality for different user using TEMS Investigation.
- ❖ BSC RNC SWAP (Robi Project).
- ❖ Highly experienced MU_DUG, DUW. Baseband_5212_5216
- ❖ Installation and setup of routers and switches.
- ❖ Sound knowledge of OSI 7 Layer Model, TCP/IP, DNS, DHCP, TFTP.
- ❖ Highly experienced 2G, 3G, 4G network.
- ❖ Ericsson, cisco and GSM, WCDMA.
- ❖ Trouble shooting, problem solving and negotiation.
- ❖ Technical support and customer handling.
- ❖ Maintain good communication with customer and provide their required service.
- ❖ Logistics management

➤ **Universal Cellular Engineering**

Support Engineer

10th August, 2015 – 30th April, 2016

- ❖ Perform Drive Test to measure network quality for different user using TEMS Investigation.
- ❖ Survey for project installation design and planning.
- ❖ Supervise installation and strictly maintain project deadlines.
- ❖ Configure network equipment (SDH MUX, Router, Switch etc.)
- ❖ Deploy technicians as per demand and ensure task completion.
- ❖ Maintain good communication with customer and provide their required service.
- ❖ Complete sight survey with report.

- ❖ Work with clients, vendors and co-location site staff in performing site improvements and maintenance.
- ❖ Logistics management.

Training

- Maintenance September, 2015
How to work preventive maintenance and post maintenance
- Business Communication November, 2017
Develop effective communication skills for smooth business operation
- Organizational Leadership November, 2018
Enhance leadership skills parallel to managerial skills to optimize team performance.

Certification

- Cisco Certified Network Associate (CCNA) 2nd April, 2016 – 30th August, 2016
Routing & Switching

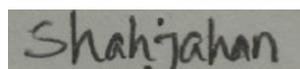
Extracurricular Activities

- **AIUB COMMUNITY OF ENGINEERING STUDENT (ACES)** November, 2014 – 9th February, 2016
 - ❖ Execution of Electrical Workshop Training session.
 - ❖ Organise and ensure quality execution of events.
 - ❖ Organize club member recruitment.
 - ❖ Attended and Organized several electrical and electronic workshops.

REFERENCES

- Md. Sarwar Hossain
Join Director, Bangladesh Bank ,Bangladesh Bank Dhaka.
Cell: - 01712505002, e-mail: - sarwar20m@yahoo.com
- Syed Tauhid Tamal
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I hereby certify that the above given information is true and justified.



Md. Shahjahan Hossain