



# Somnath Misra

Coordinator, Network Operation Center, IT

## CONTACT ME



+880 1770 632 891  
+880 1958 160 958 (Office)



somnath.msr@gmail.com



<https://www.linkedin.com/in/somnath-misra/>



351/8, West Shawrapara, Mirpur,  
Dhaka-1216

## EDUCATION

### MSc in ICT

**Bangladesh University of Professional (BUP)**

Appeared (Theses Ongoing) CGPA: 3.88

### BSc in EEE

**American International University Bangladesh (AIUB)**

Passing year: 2018 CGPA: 3.83

### HSC

**Rajshahi Govt City College, Rajshahi**

Passing year: 2014 GPA: 5.00

## CERTIFICATIONS

### NDG Linux Essentials

2023

Institute: AIUB Institute of Continuing Education

### Essential Google Cloud Infrastructure: Foundation

2022

Provided by Google Cloud

### Elastic Google Cloud Infrastructure: Scaling and Automation

2022

Provided by Google Cloud

### CCNA 200-301

2021

Institute: AIUB Institute of Continuing Education

## WORK EXPERIENCE

### COORDINATOR- NOC, IT

January 2022 to Continue

Nexdecade Technology Pvt. Ltd. || Chandrashila Suvastu, 69/1, Green Road, Panthapath, Dhaka

- Serve as the primary point of contact for incidents, ensuring clear and timely updates to stakeholders.
- Monitor performance metrics such as connectivity, latency, and bandwidth utilization using monitoring tools to identify and diagnose incidents on network and system infrastructure.
- Collaborate with technical teams to troubleshoot and resolve issues, maintaining accurate records of activities and incidents.
- Generate reports detailing incidents, resolutions, and system performance, while keeping documentation current.
- Provide timely solutions for customer complaints within agreed SLA.
- Configure essential GCP services, monitoring and optimizing infrastructure performance to ensure smooth application operation.
- Manage and provision cloud infrastructure using GCP services and tools, including creating and configuring virtual machines, instance groups, and storage buckets.
- Maintain a scalable and secure GCP infrastructure to accommodate fluctuating workloads and optimize resource utilization.
- Facilitate communication between development team members and project managers and maintain project management tools for reporting and development sprint tracking.
- Retain sprint-related documentation and task boards, to provide visibility into the progress of the project.
- Contribute to the development and enhancement of Network Operations Center (NOC) procedures.

### TECHNICAL SPECIALIST

February 2021 - December 2021

Department: IT/IS & Enterprise Service

Grameenphone Ltd || GP House, Basundhara, Dhaka-1229

- Digital service (MyGP, POL-Payment Orchestration Layer, GP Website, FlexiPlan etc.) incident management, escalation and follow up.
- Enterprise service (DMS, Cockpit SE & RTR) incident management, monitoring, escalation and follow up.
- Ensure 24\*7 service availability through timely escalation and follow up
- Ensure O&M & Service monitoring of IS/IT Business Services
- Ensuring incident follow-up and RCA management in multi-vendor environment.

## PERSONAL SKILLS

- Proficient in project management tools: JIRA, Clickup, Slack
- Proficient in network monitoring tools and software.
- Process Design and Modeler Tool (BPMN 2.0)
- Basic knowledge on Telco Architecture
- Proficient on Microsoft Office
- Ability to work effectively in a fast-paced, 24/7 environment.
- Strong analytical and problem-solving abilities.
- Willing to gain new knowledge and work well under pressure

## JUNIOR ENGINEER

January 2019 - May 2020

Department: Technology Program Management Office

Banglalink Digital Communications Ltd | Gulshan-1; Dhaka -1212

- A careful review of all technical processes and workflow with functional teams and seeking scope of process optimization.
- Process sign-off with process stakeholders and lock for future automation once WOM software will be placed NOC 2.0 projects.
- Works related to EAM (Enterprise Asset Management) Project-Asset classification & part numbering.
- Testing Mobile and Back-office application for EAM and Atlas as per scope in the contract.

## EXTRA CURRICULAR ACTIVITIES

- Volunteer member in Engineering Student Association Bangladesh (ESAB).
- Member at IEEE AIUB SB.
- Executive organizing member in Power & Energy Hackathon Bangladesh -2018.
- Attained in IEEE Student Professional Awareness Workshop- SPAW 2.0

## REFERENCES

### Md. Faisal Islam

Technology Transformation Principal Engineer,  
Technology Program Management Office.  
Banglalink Digital Communications Ltd.  
Mobile: +880 1911 310 271  
Email: falslam@banglalink.net

### Md. Shahinur Rahman

Senior Lead Engineer, IT/IS & Enterprise Service  
Grameenphone Ltd.  
Mobile: +880 1711 507 889  
Email: shahinur\_rahman@grameenphone.com