

A.B.M Amirul Islam

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Objective

To work an organization where I utilize my Engineering and Management skills for a company's growth. I can share my knowledge and energy to the fullest extent in such an environment that will give me scope to enrich myself with new challenges and opportunities.

Career Summary

I have successfully done my career to lead, transformed & delivered in the fields of Administration, Telco Industry, Electrical Safety inspection, IT, IP Networking (Routing and Switching), Sales, Distribution, Logistic Support and Management, Procurement, Finance & Accounts. Proven ability to work in unison with personnel and board of directors to meet organizational goals & objectives.

Telco and IT based service : 5 years 10 month +
Logistic support & Management: 2 years +
Sales, Distribution, Administration: 1 years +

Relevant Experience

Tele-Exchange Limited, ICX Operator

DEL JONONI (1st Floor), House # 31, Road # 06, Block # C
Banani, Dhaka – 1213, Phone # +88 02- 9854 724-6

Web: www.tele-exchange.net

Engineer (September, 2016 - Continuing)

Responsibilities:

Tele Exchange, a leading Interconnection Exchange (ICX) operators in Bangladesh providing seamless voice traffic service among all the Mobile Operators, International Gateway (IGW), Public Switched Telephone Network (PSTN), Internet Protocol Telephony Service Providers (IPTSP) as per the modus operandi defined by the Bangladesh Telecom Regulatory Commission(BTRC). My responsibilities are –

1. Coordinated issues with several vendors and ANS/ IOS/ IGW/ISP operators to resolve problems promptly
2. Follow up until solve of NTTN interactions, file doc. & maintain database to ensure complained party's satisfaction & answering queries.
3. Coordinate with Partners & vendor to make relates to getting more volume of traffic.
4. Arrange online, offline training & meeting programs for supervisors & 1st level engineers to update them on various issues (i.e; Network troubleshooting & Alarm response, etc.)
5. Supervise & Trained new billed & NOC Engineers on use of billing system, NOC application, procedures
6. Responsible for uninterrupted & seamless network monitor for 24x7 to maintain optimal production levels
7. Health & performance monitoring of MC, SoftX3000, UMG8900, ISS7 link, traffic statistics, ODF, Fiber Optic Network, media gateway-TMG7800/TDM switch configuration (Link set, Trunk group, STM-1, E1)
8. Check current performance parameters, i.e; Call attempts, contractual call, ASR, CSR, ACD, trunk route utilization of incoming & outgoing traffic, CIC blocking and rerouting.
9. Replacing faulty network hardware components and performing disaster recovery operations & data backup
10. Formatting, supervising and preparing CAS, BTRC, hourly, daily, on demand, Generator run hour, NOC roaster duty routine, car scheduling report etc.
11. Maintenance of internal LAN, WLAN, Wi-Fi, Email server, CCTV-surveillance system.
12. Supervise all power related issues, maintenance Precision AC, 30 KW online UPS, Rectifier, Battery bank, Circuit Breaker, and Caterpillar Generator 320KVA.

IPS Trading Services

MATIN VILLA,

House No-2B (5th Floor), Road No-08,

Kabi Faruk shoroni, Nikunja-2, Khilkhat, Dhaka 1229

Web: <http://www.ipsenergytrade.com/>

Service Engineer (September, 2014 – September, 2016)

Responsibilities:

IPS Trading Services buys and sells reputable electric products from the United States, and install it does as the customer demands. IPS Trading offers after sales services. Some of products are- i.e.; Power Generator [Diesel & Gas] with spares. Sub-station, BUS-BAR Trunking System [BBT], IPs Energy worked with Energy Pac. Chemical [Washing & Dying]. My responsibilities are –

1. Overseeing the safe installation process by vendor manpower and operate the engineering, administrative work of IPS Trading.
2. Providing problem requirement specification to ITS-SDG for a solution
3. Diagnosing, Installation & Troubleshooting Hardware, Software and Network related problems.
4. To assist in keeping liaison with vendors for procurement of spares and service
5. Monitoring the projects all through their timelines to effectually evaluate & review
6. Solve problems as per site condition with mass planning and take quick decision without extended time.
7. Client Management & Ensure Quality Service by dealing with queries & Data Analysis for operation.
8. Coordinate with concern Technical department to smooth after sales service
9. Improved procedures to maximize efficiency

Pacific Consumer Goods Ltd

Nasratpur, Laksham, Comilla, Bangladesh

Email: info@pcgl.com.bd

Assistant Engineer (Admin) (March, 2012 – April, 2013)

Responsibilities:

Pacific Dosh is the Bangladesh's leading food and spices manufacturer and distributor. Pacific Consumer Goods Limited (PCGL), as a sister concern of Bhaiya Group of Industries has started its journey in Bangladesh with the production of Consumer Goods in its factory in Laksham, Comilla. Over the years the company introduced an affordable brands as "DESH" & Motto "The Taste of Bangladesh" this won the hearts of Bangladeshis all across the country. Products are desh foods, Dosh chili powder, Dosh Turmeric powder, Dosh ATTA, Dosh Mayda etc. My responsibilities are –

1. Playing the role of administrative authority of all the activities of factory and administrative problem solve.
2. To plan and carry out operations of the distribution, Supervision of Stock/ Inward-Outward, growth of the store and Inventory Management.
3. Ensure proper maintain, operation of the stores likes safe receipt, storage, retrieval and timely dispatch and controlling the Logistics cost.
4. Work closely with cross functional teams for any issues, up gradation & modification of process & policies.
5. Effectively communicate with clients, dealer and transport companies via telephone, face-to face and written communication.
6. Maintain all records/documents of the daily production, income and expenditure of the company.
7. Inspect and identify the problems of machinery and provide the necessary solution.
8. Operate and improve the operational systems, processes and policies in support of the organization's mission, information flow to management, business process and organizational planning.
9. Safeguards warehouse operations & contents by establishing & monitoring security procedures & protocols

Education Qualification

| Name of Examination | Board/ Institute/ University | Group/ Subject | CGPA | Passing year |
|--|---|---|-----------|----------------|
| Masters in Business Administration (MBA) | University of Dhaka | Tourism and Hospitality Management (THM) | 3.57/4.00 | 2015 (2 years) |
| B.Sc. in Engineering | American International University Bangladesh (AIUB) | Electric and Electronics Engineering (EEE). | 2.71/4.00 | 2012 |
| HSC | Comilla | Science | 2.90/5.00 | 2007 |
| SSC | Comilla | Science | 4.19/5.00 | 2004 |

Training and Workshop Summary

1. Training 17 days on **Industrial Technology on Electrical Engineering & Instrumentation** at TICI, Palash
2. **Power Training:** 2 days Maintenance and troubleshooting training on Generator from Cross World
3. **Fire Fighting System (FFS) Training:** 2 days Maintenance and troubleshooting training on Fire Fighting System from Spectrum Engineering consortium Ltd.
4. Trained with the pertaining intensive course titled "**Basics of Microcontroller**" conducted by The Institute of Electrical and Electronics Engineers (IEEE) AIUB Student Branch.
5. 2 days training on "**Oracle (query writing and Implementation)**" by Tele Exchange and vendor (Spectrum)
6. I have done the **English Language Proficiency** course from Bhuiyan English language club.
7. I have successfully participated in **Deputy Team Leader Training Course of Bangladesh Scouts**
8. I have Participated **5th inter school debate competition.**

Computer Skills

MS Word, MS Excel, MS Power Point, outlook, etc

Level of Language Proficiency

- Bangla : Native
- English : Reading, writing and speaking.

Personal Details

Full name : A.B.M Amirul Islam
Father's name : Mohammad Ali
Mother's name : Anowara Begum
Permanent address : 685/ka, "Amena Mohal", Rammala Road, South Thakur Para, Comilla
Date of birth : 01-09-1988
Nationality : Bangladeshi (by birth)
Prof. Membership : Institute of Engineers, Bangladesh (IEB). M/33952
: IEEE (Institute of Electric and Electronic Engineers)
Interest : Photography, Travelling, Listen Music & Reading Technical, etc

REFERENCE

Mohammad Wahidur Rahman

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Tanveer Ahmed

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Customer Experience
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I, the undersigned certify that to the best of my knowledge and belief this CV correctly describes me. I am confirming that all the information I have given in this resume is true and updated.

Yours faithfully



A.B.M Amirul Islam

25th August 2022
Date