

SUMMARY OF QUALIFICATIONS

- Post-graduate degree in Electronics & Communication Engineering with curricular focus to fiber optics, data communication and telecommunication networks.
- More than 08 years of technical experience in Optical Networks within Canadian telecommunications industry at different capacities (engineering, operational).
- Designed, implemented, migrated, integrated, commissioned, and troubleshot Optical Transmission Systems and nodes with optical products from multiple vendors.
- Hands on experience in evaluation, testing, standardization of optical products in labs.
- Solid understanding of DWDM, OTN, CDC technologies with experience in network analysis, design, and troubleshooting.
- Sound knowledge and experience with IP technologies and scripting.
- Led and participated in RFI/RFP process and tested hardware, software releases for optical transport platforms.
- Able to manage issues in real time and can present relevant materials with expertise.
- Highly organized, self-motivated person with detail oriented multitasking ability.

NETWORKING CERTIFICATIONS

- Nokia Certified Optical Network Professional
- Nokia Certified Optical Network Services Expert – In Progress
- Nokia Certified Optical Network Design Expert – In Progress
- Nokia Certified Optical Network Architect – In Progress
- Nokia Network Routing Specialist II (NRS II) – In Progress
- Cisco Certified Network Professional (CCNP) – Routing & Switching - Expired
- Cisco Certified Network Associate (CCNA) – Routing & Switching - Expired
- Metro Ethernet Forum Carrier Ethernet Certified Professional (MEF-CECP) - Expired

EMPLOYMENT HISTORY

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| Technical Expertise Center (TEC) Engineer
Nokia Canada | 19 October, 2020
to Present |
| <ul style="list-style-type: none">▪ Support in identification, characterization and verification of design defects or deficiencies in deployed products.▪ Diagnose and characterize product problems symptoms prior to escalation to R&D by replicating product defects using lab equipment.▪ Write and review generic test plans for customer lab evaluations, major initial network deployments and field trials.▪ Develop, verify, and document upgrade procedures in customer's networks.▪ Review and provide technical feedback on customer documentation.▪ Lead technical discussions with customers and R&D on product defects. | |
| Network Architect
Optical Networks, Shaw Cablesystems G.P | 01 February, 2019
to 31 January, 2020 |
| <ul style="list-style-type: none">▪ Plan, design, optimize, implement, testing and troubleshoot optical transport network infrastructure (DWDM, SONET).▪ Perform all required activities related to projects for new turn ups, growth, addition, optimization, migration of nodes and services - budget, equipment orders, prepare method of procedure, provisioning, testing (if required).▪ Troubleshoot network incidents, known problems and provide support as subject matter expert for optical transport technologies within the organization.▪ Participate in forecasting, budget and planning for optical networks based on requirements from different stakeholders and required technology upgrade.▪ Perform evaluation and lab testing of DWDM and SONET equipment and systems. | |

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EMPLOYMENT HISTORY

Network Analyst Core Network Operation, Shaw Cablesystems G.P	01 April, 2016 to 31 January, 2019
<ul style="list-style-type: none">Actively configure, monitor, maintain & troubleshoot nationwide Core & Distribution network infrastructure with i) fiber transport network of more than 625,000 kilometers with 900+ DWDM & SONET nodes, ii) internet backbone network running with RIP, OSPF, IS-IS & BGP, iii) multicast based hierarchical video backbone network, iv) MPLS network of more than 600 active nodes.Attend escalations from Shaw internal teams and other service providers involving issues with services, physical hardware, fiber transport and routing/switching.Configure routers, switches, different IP, L2VPN & L3VPN services, routing protocols, features, etc as required to fix customer impacting issues.Primary contact for internal customer escalations or inquiries related to the Core Network Infrastructure - Data Center, IP backbone, MPLS, Optics and Security.Responsible for vendor and other third-party liaison relating to problem escalations and troubleshooting.Troubleshoot and arrange fixes for hardware platforms but not limited to – Nokia 1830 PSS4/16/32, PSD, 7210 SAS, 7450 ESS, 7750 SR, 7950 XRS Series; Fujitsu Flashwaves 4200, 4500, 7500, 7700, 9500, 1Finity Platforms & Cisco 2600, 3900, 4500, 6500, 7200, GSR, CRS 12K, ASR9K Series, Nexus 5000, 9000 Series	
Network Analyst Shaw Business, Shaw Telecom G.P	15 February, 2014 to 31 March, 2016
<ul style="list-style-type: none">Configure, monitor and maintain Shaw Business Solution's fiber fed Access network to identify customer and infrastructure impacting issues.Perform initial troubleshooting and data gathering to identify issues, resolve them in a timely fashion and/or ensure proper escalation to the next level of support.Identify, troubleshoot & resolve customer reported service issues related to their internet, L2/L3 VPN (EVPL/VPLS/VPN), PRI, Hosted PBX service.Follow up with Specialists, Engineers, Carriers and Field Technicians, as required, in order to resolve network events and issues.Coordinate and perform technical duties as required during scheduled maintenance.	

EDUCATION

M.S. in Applied Physics, Electronics & Communication Engg. University of Dhaka, Dhaka, Bangladesh	2009
B.Sc. in Applied Physics, Electronics & Communication Engg. University of Dhaka, Dhaka, Bangladesh	2007

SOFTWARE SKILLS

- Vendor Specific EMS: Nokia – WS-NOC, Wavesuite SE, Wavesuite Planner, NFM-P, 5620 Service Aware Manager (SAM), EPT; Fujitsu – Netsmart 500/1500, Virtuora.
- Monitoring Platforms – HP Openview, Fujitsu vSure.
- Programming Language: Python, C, Matlab, and HTML.
- Operating System: Windows 7/8/10, Fedora, Cent OS, Ubuntu, Mac OS X.

OTHER SKILLS

- A positive 'can-do' attitude with strong customer focused approach.
- Able to work with minimum supervision.
- A team player focused with team as well as personal achievement.
- Excellent verbal & written communication skills.
- Ability to take initiative to lead project(s) within scheduled deadline.

REFERENCE

- Available upon request