Mahbub Islam Akhanda
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Curriculum Vitae

Name:	Mahbub Islam Akhanda
Qualification:	Electronics and Communication Engineer
Father's Name:	Md. Nazrul Islam Akhanda
Mother's Name:	Mrs. Mahmuda Begum
Mailing Address:	ASA Tower, 10th floor. House no: 23/3-23/14, Block-B, Khilji Road, Shamoli, Dhaka-1207, Bangladesh.
Permanent Address:	86/2B, Nijhum Residential Area, Zigatolla, Dhaka-1209, Bangladesh.
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E-mail:	mahbub.akhanda@waridtel.com.bd , mirony@gmail.com
Date of Birth:	3rd September, 1980
Marital Status:	Married
Nationality:	Bangladeshi by birth
Religion:	Islam
Languages:	English (Advanced), Bengali (Native)

Professional Certifications:

1. Cisco Certified Network Associates (CCNA).
2. Course Completion Certificate (ICND, BSCI, BCMSN) by Data Craft, India.
3. Course Completion Certificate (SNPA) by Global Knowledge, Malaysia.
4. Course Completion Certificate (IPS-6) by Global Knowledge, Malaysia.
5. Course Completion Certificate (BGP) by Global Knowledge, Malaysia.
6. Course Completion Certificate (CACSN) by Global Knowledge, Malaysia.

Professional Trainings:

1. **Configuring BGP on Cisco Routers:** 5 days certified training conducted by Global Knowledge, Malaysia in 2008.
2. **Cisco Advanced Catalyst Switched Networks:** 5 days certified training conducted by Global Knowledge, Malaysia in 2008.
3. **Implementing Cisco Intrusion Prevention Systems (IPS) v6.0:** 4 days certified training conducted by Global Knowledge, Malaysia in 2007.
4. **Securing Networks with PIX and ASA (SNPA) v5.0:** 5 days certified training conducted by Global Knowledge, Malaysia in 2007.
5. **Interconnecting Cisco Network Devices (ICND):** 5 days certified training conducted in Dhaka, Bangladesh by Data Craft, India in 2006.
6. **Building Scalable Cisco Inter-networks (BSCI):** 5 days certified training conducted in Dhaka, Bangladesh by Data Craft, India in 2006.
7. **Building Cisco Multilayer Switched Network (BCMSN):** 5 days certified training conducted in Dhaka, Bangladesh by Data Craft, India in 2006.
8. **Motorola Canopy Technical Conference:** 7 days training conducted in Pattaya, Thailand by Motorola Inc. in 2005.
9. **Motorola Canopy Technical Overview:** 3 days certified training conducted in Dhaka, Bangladesh by Motorola Inc. in 2006.
10. **Motorola Canopy Advance training on Security, Management and Monitoring System:** 2 days certified training conducted in Singapore by Motorola Inc. in 2006.

Technical Skills:

Cisco: Advance knowledge and hands on experience on Cisco products and application.

- **a.** **Switching:** In depth understanding of Cisco multi layer switching. Hands on experience on implementation and configuration of Spanning Tree, VLAN, VLAN Trunking and HSRP using different models of Cisco L2 and L3 switches.
- **b.** **Routing:** Advance knowledge of IP routing using generic and Cisco proprietary protocols. Advance knowledge of Static and Dynamic routing protocols. Practical experience of implementing and maintaining Enterprise Data Network using OSPF, EIGRP, BGP and MPLS. Advance knowledge of Route Redistribution between different routing protocols and Optimization. Practical knowledge and experience of using BGP at multi homing network arrangement.
- **c.** **Security:** Practical experience on maintaining Enterprise Security Policies. Implementing mission critical security policy using Cisco Firewall and IDS products. Practical experience of Access Listing using Cisco Routers and Firewall, VPN tunnels using IPSEC/GRE tunnels. Clear concept and experience of using 3DES and AES encryptions in different tunnel types.
- **d.** **IP Telephony:** Practical experience of implementing IP telephony system replacing the PABX system for nation wide enterprise network with PSTN and GSM network integration. Clear concept of Voice protocols, compressions, number planning, S2S routing, MGCP, MRGL. Practical experience of using Cisco-2821 and Cisco-3845 digital and analog MGCP gateway and Cisco Call Manager MCS-7835 with Clustering.

Network Services: Advanced knowledge and hands on experience of networking concepts and maintenance. Capable to configure Network servers (Gateway, Proxy, Transparent Proxy, Mail (Qmail, Send Mail, IMAP),WebMail (Openwebmail, SquirrelMail), Anti Spam and Anti Virus system in Linux, DNS, FTP, Bandwidth Management (CBQ, HTB), VPN and WWW Server) both in Linux (RedHat/Debian) and Windows Server (Server 2000/2003). Configuring Remote Access Server (Dial-Up and VPN) using Windows and Linux. Advance knowledge in Secure tunneling (GRE, IPSEC, PPTP) using Linux, Cisco and Linksys equipments. Configuration and maintenance of fully automated Network Health, Status and Traffic usage monitoring system using SNMPC-5, Nagios, MRTG and Cacti.

Motorola Canopy: Advanced knowledge on Motorola Canopy wireless systems. Experienced in site/frequency planning for Canopy P2P link and Multi point Cluster. Advanced knowledge on Bandwidth management system used in Canopy based systems.

Operating Systems: MS-DOS, Windows Family (NT, Server 2000 and 2003), SUN OS-9 and Linux (Red Hat and Debian).

Present Employment: June 2008 –

Working as "Assistant Manager (IP Contact Centre)" in Warid Telecom Bangladesh Operations from June, 2008 till date.

Major Job Responsibilities:

1. Responsible for the daily operation of the Contact Center Solution supporting the customer support division at the Telco environment.
   - a. Operation and management of EDN interconnection, IPCC network and access network.
   - b. Operation and management of SS7 based POI (PSTN and IPCC), signaling and payload connectivity through PGW, VGW (Cisco-AS5350) and SLT (Cisco-2651XM).
   - c. Operation and management of Cisco CVP, IVR, ICM CTI OS, CMB and CCM based IPT.
   - d. Operation and management of Cisco Collaboration Server , Cisco Email Manager and Right Fax solution.
   - e. Support and supervision of Verint WFM and QM solution.
2. Support aspects of an IPCC Enterprise Contact Centre including ICM Configuration Manager Maintenance, ICM Script Editor. Support ICM troubleshooting and resolution. Plan, manage and

execute IPCC Enterprise Contact Centre creation projects. Plan, manage and execute IPCC release and maintenance upgrades.
3. Leading the SOPs of the IP Contact Operation operations based on the WLA and OLA with different divisions with in the enterprise.
4. Leading a team of 14 engineers dedicate to the IPCC operation, distributing their task monitoring and assess their performance.
5. Planning for the expansion of the Contact Center solution based on the increased customer requirement.

Major Projects in Current Organization:

1. Deployment of IVR Based Customer Satisfaction Survey; where customer response is recorded for future analysis, based on IVR survey. First of this kind of solution in Bangladesh. Used: Cisco ICM, CVP.
2. Deployment of IVR News Service; where GSM mobile customers dial specific short codes to listen to news service of different media channels.

Earlier Professional Experience 1: January 2008 – May 2008
Full time professional experience as "Assistant Manager (Enterprise Data Networks)" in Warid Telecom Bangladesh Operations from January 2008 till May 2008.

Major Job Responsibilities:

1. Maintaining the day to day enterprise data network operation, monitoring and trouble shooting.
2. Leading the SOPs of the network operations based on the WLA and OLA with different divisions with in the enterprise.
3. Monitoring, auditing and optimizing the networks performance and health, planning for expansion and modification based on network resource usages and prediction.
4. Planning for the network expansion for increased subscriber base and franchise number.
5. Managing the network managed service vendor team and monitoring the SLA and their KPI.
6. Leading the NOC operation and support team consisting of 10 Network Engineers.

Earlier Professional Experience 2: May 2006 – December 2007

Full time professional experience as "Senior Executive (Enterprise Data Networks)" in Warid Telecom Bangladesh Operations from May, 2006 till December 2007.

Major Job Responsibilities:

1. Planning and deployment of Enterprise Data Network with multiple OSPF areas having redundant links and using Cisco-7604 router at Core, Cisco-3845 as the ABR and aggregator and Cisco-2821 as access router.
2. Planning and Deployment of Enterprise wide switched network for users using Cisco-3750 24/48 port switches with STP and VTP.
3. Planning and deployment of Enterprise wide QoS and traffic engineering requirements.
4. Planning and franchise network using Canopy wireless product; integrating the franchise network with the GSM network backhaul and coordinating with the vendors.
5. Leading the implementation team at the different zones of the OSPF areas integrating IP Telephone and franchise network.
6. Leading the Deployment of Warid Telecom Datacenter and DR Centre Network Infrastructure with high availability and reliability for: Host and application wide load balancing, Port Aggregation in Cisco 3layer Architecture using Cisco-6506E and Cisco-4507 and Cisco-4510 series Multi Layer Switches and Cisco Content Switches.
7. Administering the Enterprise BGP Routers and routing policies.
8. Deployment of Enterprise security policy with 3 sets of Cisco-Pix-535 Firewall running in Active/Standby mode; Designing different DMZ for internet accessed servers, Core Application and DataBase server and applied respective access and security policies.

9. Installing the Cisco IPS in promiscuous mode and VMS and integrating them with the Firewall for security threat interception and monitoring; administering the Cisco-ACS server for the Firewall, Router and Switches access authentication and authorization.

10. Leading the deployment of NMS system with CA NMS and SolerWinds NPM; integrating different monitoring modules (MRTG, Nagios, Rancid) and consolidate them for effective monitoring of the network performance.

Major Projects in Current Organization:

1. Leading the implementation of The Enterprise Data Network including the IP Telephony system for Warid Telecom Bangladesh Operation.

2. Leading the implementation of the Data Centre and Disaster Recovery Centre of Warid Telecom, Bangladesh Operations.

3. Implementing the Warid Franchise Radio network backhauled by GSM MW links, which will serve over 200 franchises running critical real-time business application.

4. Planning and Implementing the MPBN and EDN integration to support the billing system to gather CDR and the delivery of VAS.

Achievement in Current Organization:

Promoted to Senior Executive based on performance assessment.

Earlier Professional Experience 3: Oct 2005 - Apr 2006

Full time professional experience as the "Systems Administrator" from October, 05 till April, 2006 in AKNET, Akceycom Limited, a leading ISP/ASP and Broad Band Internet Service provider in Bangladesh.

Major Job Responsibilities:

1. Administering the ISP servers; DNS, Mail, Proxy, WWW, Bandwidth Manager running in Linux Debian environment.

2. Leading the ISP support team consisting of five support engineers.

3. Administering world class Datacenter facility for Server Co-hosting and Data Ware housing services.

Major Projects:

1. Design and Implementation of Secure Online Banking Network and Pharmaceuticals Sales Database Access Network using Fiber Optic and GPRS Network.

2. SMS Based Sales Order System.

Earlier Professional Experience 4: Dec 2003 - Sep 2005

 Professional Experience with Global Access Limited, a leading DataCom and Broadband Internet Service Provider in Dhaka as "Systems Engineer" from December 2003 September 2005.

Major Job Responsibilities:

1. Frequency planning and deployment of multipoint Radio Base Stations with Alverion and Canopy radio equipments.

2. Installing and commissioning Multipoint CPE radio and long distance point2point radio links using Alverion, Canopy and PointRed radio equipments.

3. Leading the radio support team.

4. Administering and trouble shooting the ISP servers; DNS, Mail, Proxy, Bandwidth Manager running in LinuxRH environment.

5. Administering the Multi Homed ISP router (Cisco-3640) running BGP and the VSAT System (Codan, ComTech).

6. Leading the ISP support team.

7. Planning and deployment of Online Banking infrastructure.

Achievement:

Promoted to "Systems Engineer" from "Junior Engineer" based on performance assessment.

Educational Background:

 1. **MBA with MIS;** by June, 2010
    International Islamic University Chittagong, Bangladesh.
 2. **Bsc.Engg. Electronics & Communication Engineering**; December, 2003
    Khulna University, Bangladesh.
 3. **Higher Secondary School Certificate**; June, 1998
    Notre Dame Collage, Dhaka Bangladesh.
 4. **Secondary School Certificate**; April, 1996
    Rifles Public School & Collage, Dhaka, Bangladesh.

Extra Curricular Activities:

1. Attended the 2nd SAARC Youth Forum held in Pakistan, 1994.
2. Achieved President's Scout Award, the highest award for Scouts in Bangladesh, in the year 1996.
3. Attended the National Rover Moot, Japan 2001.
4. Attended "The Peace Gathering" arranged by International Union of Muslim Scouts at Kingdom of Saudi Arabia, 2006.

Reference:

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