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| **RASHIDUL HASAN** | **M: +61 411 647 995**  **E: rashidul.hasan.md@gmail.com**  **A: 6/1 Forster St, Noble Park, Vic 3174**  **Australian Citizen** |

Experienced system analyst with proven aptitude to gather information required for high-calibre delivery of technical advice and improvement recommendations. Adept in the use of complex data analysis tools and evaluating and interpreting results for research and development. Practiced in engaging with clients and vendors, identifying issues and designing and implementing optimal change strategies. Troubleshooting skills are integrated with initiative to resolve problems, underpinned by ability to contribute and participate in testing, analysis, process development, and project operations.

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| * **SystemAnalysis** | * **Research & Development** | * **Scripting & Automation** |
| * **Web Technologies** | * **Testing & Troubleshooting** | * **Business Intelligent System** |

**SKILLS AND ABILITIES**

* ***Scripting & Web Technologies;*** Python | PhP | AWK | Shell | HTML | ASP.NET
* ***Programming;*** C/C++ | C# | Java | MATLAB
* ***Database;*** MSSQL | Oracle | MySQL
* ***Video;*** H.264 (Encoding, Decoding, Motion Detection)
* ***Operating Systems;*** Unix (Redhat Linux, Solaris) | Windows Server (2008 r2)
* ***Virtualisation;*** VMWARE VCP5
* ***Business Intelligent System;*** Ericsson Business Intelligent System

**RESEARCH AND WRITING SKILLS**

* Rashidul Hasan and Manzur Murshed, *Unsaturated Throughput Analysis of a Novel Interference-Constrained Multi-channel Random Access Protocol for Cognitive Radio Networks*, IEEE PIMRC 2012: 178-184.
* Rashidul Hasan and Manzur Murshed, *A Novel Multichannel Cognitive Radio Network with Throughput Analysis at Saturation Load*, IEEE NCA 2011: 211-218.
* Rashidul Hasan and Manzur Murshed, *Provisioning Delay Sensitive Services in Cognitive Radio Networks with Multiple Radio Interfaces*, IEEE WCNC 2011: 162-167.

**EMPLOYMENT NARRATIVE**

**Jav IT Group**

***IT Support Engineer (Casual)* Sep 2012 – Current**

Jav IT is a part of Clarius Group and a market leader in outsourcing and technical support services.

***Key Achievements:***

* ***Supported Active Directory Migration Process;*** worked on behalf of TCS (TATA Consultancy Services) at Loyyang power station to migrate users from old active directory domain to new active directory domain. Supported windows Server 2008 Active Directory migration, configured domain & VPN settings, restored applications, installed printer drivers, troubleshot IP configuration, Proxy settings and exception lists.
* ***Upgraded Hardware Firmware;*** prepared bootable USB drive for Seagate hard disk with appropriate Linux firmware version and upgraded firmware using appropriate steps for various HP customers.
* ***Completed desktop roll out;*** followed de-installation process of laptop/computer and kept record of current applications and printer drivers. Added new computer to the appropriate domain, changed computer name and installed printer driver.
* ***Visited client site and audited network equipments;*** reported existing workstations, printers and network equipment with service tag and serial number which helped updating inventory database.
* ***Migrated user data for seamless operation;*** backed up important user data including Outlook .PST and .nk2 file. Used command prompt e.g., >outlook.exe /importnk2, >gpupdate /force, to import auto complete of outlook address from cached addresses and to update group policy.

**Monash University**

***Graduate Research Analyst in ICT* Jun 2008 – Mar 2013**

Analysed and investigated challenges in the field of data communications with emphasize on designing and developing data communication protocols, encoding/decoding video signals and modelling of system performances.

***Key Achievements:***

* ***Researched and Developed Applications;*** researched a wide range of technical challenges for data communications in cognitive radio networks (software defined radio Networks) and analysed scope of improvements through different traffic engineering process. Designed action plan, produced process flow and then developed prototype softwares using Visual Studio based C/C++, MATLAB and Java. Developed video encoding-decoding block, specialised Wi-Fi protocols, queuing method and reporting tools to support research framework.
* ***Scripting and Automation;*** connected various data sources with Python, PhP, ans AWK, then read data, checked data consistency, did data modifications, discarded data if necessary, and then generated reports. The developed automation reduced time to get results.
* ***Analysed and modelled Data;*** collected raw data from simulations and then used scripting language to provide meaningful results of different parameters including user bandwidth, system capacity and system loss. Applied probabilistic model including exponential, geometric, uniform and other random models to finding fitness of collected data. Utilised numerical analysis technique in deriving solution point.
* ***Testing and Troubleshooting;*** Tested prototype features against idealistic scenario, Identified gap between expectation and simulated data, troubleshot root cause and developed further action plan to minimise the gap. The new plan was adopted, monitored and the whole process was iterated until there were solid outcomes.
* ***Formed IT Networking Lab;*** created lab environment by installing and configuring VMware workstation 8, Hypervisor, windows OS, Unix OS. Utilised knowledge of switching, routing protocols and IPv4 in configuring simulation scenario.
* ***Collaborated, Documented and Published;*** collaborated research issues across team members, participated in research expos, seminars and poster presentations. Research outcomes were documented in professional format and published in international conferences including IEEE WCNC, NCA and PIMRC.

**GrameenPhone**

***Senior System Analyst* Jul 2006 – Jun 2008**

***System Analyst* Jan 2005 – Jun 2006**

One of the world’s largest telecommunications service providers with more than 40 million subscribers. It is a joint venture between Telenor of Norway and Grameen Telecom of Bangladesh.

***Key Achievements:***

* ***Product Feature Testing and Troubleshooting;*** tested 100+ mobile billing and value added service packages, produced reports, recommended necessary changes and reiterate the process until finalised.
* ***Developed Algorithm Business Intelligence;*** worked with marketing team to translate business requirements into billing system. Analysed available features in the API (Application Programming Interfaces), produced algorithm for business process, then worked with in-house development team for completed software development.
* ***Scripting and Automation;*** scripted Python and PhP to automate provisioning request from various sources including short message service centre and customer care module. Connected to MSSQL and Oracle databases for changing parameters. Queried through SQL languages to prepare batch file for further provisioning. Required modifications were supplied to internal ASP based web pages.
* ***System Troubleshooting and Optimisation;*** managed LAN and WAN features including VLAN, STP, VTP, routing protocols EIGRP, OSPF and allocated IPv4 address space based on the VLSM technique. Logged onto systems using TELNET or SSH, taking traces in LAN-WAN nodes and billing system to obtain packet details. Detected anomalies through post processing of traces and then tuned system parameters accordingly.
* ***Provided Technical Feasibility Analysis;*** collaborated with marketing department to create, expand and test service options to meet customer needs. Developed a comprehensive technical feasibility analysis method that ensures quality of services including signalling loads, servers capacity, automation requirements, cross product requirements and customer care requirements.
* ***Administered and Integrated Multi-vendor Platform;*** managed multi-vendor network systems that included Ericsson switching and Billing, Cisco, Unix/Solaris, Windows Server 2003 and Comverse platform. Troubleshot and found inconsistency in system configurations, met and discussed with vendors and internal stakeholders to analyse all potential solutions and design ad hoc resolutions. Solved problems significantly increased customer satisfaction and retention rate.
* ***Proposed novel product features for mobile customers;*** Analysed market dynamics and user expectations, then proposed a number of new features to the existing billing system in the Ericsson User Group meeting. Three out of ten proposed product features were accepted for global investigations and deployment.
* ***Migrated 20 Million Users to business System;*** identified key challenges including protocol compatibility, proposing and verifying new solutions through data backup, testing and inter departmental communication implementing phase by phase user segmentation.

**EDUCATION**

* ***PhD in Information Technology,*** Monash University, 2013

Thesis title: Provisioning Quality-of-services in Cognitive Radio Networks.

Thesis link: http://arrow.monash.edu.au/hdl/1959.1/848439

* ***Graduate Certificate in Business (Commercialisation),*** Monash University, 2011
* ***BSc in Electrical and Electronic Engineering***, Bangladesh University of Engineering and Technology, 2004

**PROFESSIONAL DEVELOPMENT**

* ***Python Programming,*** Coursera Online course, University of Michigan
* ***Oracle 11g SQL Fundamental Certificates,*** Oracle Corporation
* ***Prepaid Billing System Operation,*** Ericsson
* ***VMware VCP5 - Data Centre Virtualisation Training,*** ITFutures, Melbourne
* ***Visual C++ Training,*** BUET, Bangladesh
* ***Advanced System Administration of Solaris™ Operating System Training,*** from Sun Microsystems

**VOLUNTEERING**

* ***Meetup Group Members,*** 2013 - onwards

Members of Melbourne Big Data Analytics, Amazon Web Services.

* ***Lifeline Gippsland,*** 2014

Sorting donations including books, electronics, and other bric-a-brac items.

* ***Fundraising Program,*** 2013

Sold charity lunches around Gippsland area and raised fund for building collapsed victim in Bangladesh.

* ***Judge for website development competition,*** Monash University, 2011 -2012

Ranked websites based on advanced IT features.

* ***Treasurer,*** Gippsland Association of Post Graduate Student (GAPS), Monash University, 2008-2009

Organised student events and managed funds.

**REFEREE**

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| Manzur Murshed  Head of School, Information Technology  Federation University, Australia.  manzur.murshed@federation.edu.au  M: +61 399 0264 67 | Anisul Mazid  Senior Engineer  Optus Australia  anisul.mazid@optus.com.au  M: +61 415 593 762 |