

# TONMOY SARKER

## SYSTEM ENGINEER

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Mohammadpur, Dhaka

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## SUMMARY

I am a dedicated and professional System Engineer with certifications in MTCNA, MTCRE, MTCSE, and CCNA. Passionate about learning new technologies and methodologies, I am proficient in a wide range of engineering and networking tools. With strong communication and time management skills, I consistently deliver reliable and high-quality solutions that exceed expectations. I am committed to going above and beyond to ensure the success of every project.

## SKILLS

- Technical Support & Troubleshooting
- Linux Server Configurations
- IT Infrastructure Management
- Team Collaboration
- Hardware & Software Installation
- Network Configuration & Maintenance
- Documentation & Reporting
- Mikrotik Configuration

## WORK EXPERIENCE

### Loop Freight LTD

**System Engineer, IT • November 2024 - Present**

Associate, IT • August 2022 - October 2024

Trainee, IT • March 2021 – July 2022

- Managed Loop's website and backend infrastructure, ensuring optimal performance and uptime
- Dockerized backend services for efficient containerized workloads, enhancing scalability and resource management
- Managed local Linux-based servers for hosting internal services, optimizing configurations, and ensuring security hardening
- Configured and managed Cloudflare DNS, domain settings, and SSL certificates for enhanced security and fast content delivery
- Implemented NGINX/Apache as reverse proxies for handling web traffic, improving response times and resource utilization
- Set up automated deployment pipelines using Git, Docker Compose, and scripting to streamline application rollouts and updates
- Enforced system security policies, monitored vulnerabilities, and implemented best practices for firewall, SSH hardening, and access controls
- Utilized Prometheus, Grafana, and logs analysis for proactive server monitoring, ensuring system stability and quick issue resolution
- Worked closely with software engineers to optimize backend performance, troubleshoot application issues, and implement new features
- Managing MikroTik routers, optimizing routing between company hubs and warehouses.
- Configuring and maintaining Apache servers, ensuring stable performance for Loop's dashboard server.
- Designing and implementing network diagrams based on company requirements.
- Managing and maintaining the locally hosted IVR server.
- Overseeing and troubleshooting LAN, WAN, and VPN connectivity for multiple locations.
- Implementing and managing network security measures, including firewalls, intrusion detection, and access controls.
- Configuring and maintaining Active Directory (AD) for user authentication and role-based access.
- Deploying and maintaining IT infrastructure, including switches, routers, and wireless access points.
- Managing cloud-based and on-premise server environments.
- Automating system administration tasks using scripting and configuration management tools.
- Ensuring data integrity and security through regular backups and disaster recovery planning.
- Monitoring and optimizing network and server performance.
- Troubleshooting hardware and software issues across the IT infrastructure.
- Managing IT documentation, including network topologies, configurations, and troubleshooting guides.
- Coordinating with vendors and ISPs for procurement, troubleshooting, and service enhancements.
- Implementing and maintaining IT policies, including compliance with security and data protection standards.
- Providing technical support and training to employees on IT systems and best practices.
- Resolving individual IT support tickets efficiently.
- Configuring and managing MikroTik devices, including IP addressing, bandwidth management, VLANs, GRE tunnels, MAC binding, routing, MAC and IP blocking, and port forwarding.
- Provided technical support for internal teams, created system documentation, and improved onboarding processes for IT-related services

- Maintaining and troubleshooting the Access Control System.
- Overseeing the maintenance and management of network equipment for LOOP HQ.
- Handling IT asset management, including inventory tracking and asset allocation for new employees.
- Procuring laptops and IT equipment while ensuring cost-effectiveness and quality.
- Diagnosing and troubleshooting LAN, WiFi, PCs, printers, and network device issues.
- Setting up LAN connectivity, configuring routers, and maintaining the CCTV system.
- Installing, updating, and maintaining operating systems, including configuring Outlook.
- Monitoring and optimizing the performance of CRM software and network infrastructure.
- Managing IT asset inventory and ensuring IT resources are available for new employees.
- Coordinating with ISPs via phone and email for service maintenance and troubleshooting.
- Liaising with vendors for hardware replacements and warranty claims.
- Designing and implementing LAN/WAN/Internet/Intranet connectivity across company locations while maintaining centralized control.
- Overseeing the Loop Freight Ltd Tally ERP software project.
- Installing, configuring, and managing Active Directory (AD) for user authentication and management.
- Installing, configuring, and maintaining company file and data servers.
- Monitoring and responding to security threats to ensure system integrity.
- Installing and troubleshooting Access Control and Attendance devices.
- Installing, configuring, and maintaining hardware and software systems.
- Managing HR system data storage and security.
- Assigning user access restrictions for file servers and configuring IP phones.
- Installing, configuring, and maintaining new network devices such as switches and routers.
- Deploying routers based on organizational requirements.
- Troubleshooting and updating employee workstations.
- Setting up, configuring, and troubleshooting hardware and peripherals, including PCs, laptops, printers, and scanners.
- Managing and maintaining the IPPBX server while assigning SIP accounts to users.
- Providing technical support and resolving system-related issues for employees.

## Dot Internet

Network Engineer • May 2019 –Feb 2020

- Maintained Client & deal with any networks failure.
- Configure and optimize network settings to ensure maximum performance and reliability.
- Collaborate with other team members to design and implement network solutions that meet the needs of the business.

## EDUCATION

### BSc in Electrical and Electronics Engineering

Independent University, Bangladesh • 2018 –2023

### Edexcel IAL A-Levels

2015-2017

## CERTIFICATIONS

### Cisco Certified Network Associate (CCNA)

• 2021–2024 (CSC0256731826)

### MikroTik Certified Network Associate(MTCNA)

• Jan 2025 - Jan 2028 ([credentials](#))

### MikroTik Certified Routing Engineer(MTCRE)

• Jan 2025– Jan 2028 ([credentials](#))

### MikroTik Certified Security Engineer(MTCSE)

• Jan 2025– Jan 2028 ([credentials](#))

### Ruijie Certified Network Associate(RCNA)

• Jan 2025– Jan 2028 ([credentials](#))

### Certified Ethical Hacker (CEH)

• Dec 2024 ([credentials](#))

## REFERENCES

### Tamim Sarker

Assistant Manager  
E-Commerce  
Gemcon Group  
01844695292

### Arif Ahmed Mia

Senior Manager  
People & Workplace  
Loop Freight LTD  
01707484777