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**Md. Minhad Sarker**

“Niketan Delight”, Flat # 1B, House # 1, Road # 5, Block # D, Niketan

Gulshan-1, Dhaka-1212, Bangladesh

Contact # 88-01842198893 (Mob.), 88-02-9898841 (Res.)

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**CAREER OBJECTIVE:**

Utilize my telecommunication flow and network knowledge to acquire a challenging position in a vibrant high-tech environment, strong interest in technical aspect in any organization to meet their needs. Special interest in a leading organization where there is an opportunity to acquire experience and share ideas.

**EMPLOYMENT RECORD:**

1. **Position**  : A & S Engineer

**Organization** : Huawei Technologies (Bangladesh) Ltd.

Lotus Kamal Tower-II (Level-6)

59 & 61 Gulshan South Avenue, Gulshan-1, Dhaka**-1212, Bangladesh**

**Period** : From January 16, 2017 to date.

**Job Responsibilities**:

* Confers maintenance support to Huawei CBS & CRM of Teletalk and RBT system of Mobizone.
* Detects and resolves system issues, or problems occurred or encountered during operations which include the collection of diagnostic data, restoration of the system operation, preparation of RCA report, and other activities necessary for recovery of a system in AIX at IBM platform & SUSE Linux environment at ATAE platform.
* Ensures the fault-free operation and maximum service availability of CBS (Convergent Billing System), OCS (Online Charging System), CRM & Provision under SLA (Service Level Agreement) through regular proactive maintenance, health-check of CBS and network monitoring.
* Resolves and escalates different kinds of SR (Service request) & RFC (Request for Change) to R&D for scrutinizing the issues followed by feedback to the valued customers as their requirements.
* Prepared Change Request Document, MOP (Method of Operation) for day to day change operation of the system.

**ONGOING PROJECTS:**

**Huawei CBS 5.6 Project of Teletalk Bangladesh Ltd.**

1. **Position**  : Chief Telecom Affairs Officer (CTAO)

**Organization** : HWH Ltd.

(A technical collaboration with China)

House# 141, Avenue#4

Mirpur DOHS, Dhaka**-1216, Bangladesh**

**Period** : From March 27, 2016 to December 31, 2016.

**Job Responsibilities**:

* Organize all kind of telecom related tasks, coordinate & synchronize with Chinese project team.
* Monitor and oversee project execution and related plans of SMSC and USSD service.
* Interface with partners as required for technical and project management activities.
* Meet and negotiate with different telecom service provider regularly.
* Supervise project team members in performing their roles effectively.
* Prepare business and technical proposal.
* Coordinate with other groups, such as business development, human resources, infrastructure, quality and system administration, for meeting the needs of the project.
* Report the higher level management regarding the project status.

1. **Position**  : A & S Engineer

**Organization** : Huawei Technologies (Bangladesh) Ltd.

Lotus Kamal Tower-II (Level-6)

59 & 61 Gulshan South Avenue, Gulshan-1, Dhaka**-1212, Bangladesh**

**Period** : From June 02, 2013 to December 31, 2015

**Job Responsibilities**:

* Install, configure and integrate of Huawei CBS & OCS nodes in AIX at IBM platform and SUSE Linux environment at ATAE platform.
* Install patch and upgrade the version of CBS & OCS nodes in SUSE Linux environment.
* Configure different kind of service & feature and define crontab of CBS & OCS nodes.
* Collect and analyze debug logs, trace log, tcpdump, application log, alarms and error CDR.
* Configure CBS nodes IP, service & base switch port and integrate with CBS IP backbone to establish remote connection.
* Install and configure all Huawei smart database of Oracle 11g and OceanStor storage system.
* Accomplish all kind of Huawei smart database (Oracle 11g) and OceanStor storage maintenance issues & hardware changes.
* Generate and prepare Healthcheck report of CBS network and resolve the issues.
* Prepare Change Request Document, MOP (Method of Operation) for day to day change operation of the system.
* Detects and resolves system issues, or problems occurred or encountered during operations which include the collection of diagnostic data, restoration of the system operation, preparation of RCA report, and other activities necessary for recovery of a system in AIX at IBM platform & SUSE Linux environment at ATAE platform.
* Ensure the fault-free operation and maximum service availability of CBS (Convergent Billing System), OCS (Online Charging System), CRM & Provision under SLA (Service Level Agreement) through regular proactive maintenance, health-check of CBS and network monitoring.
* Resolve and escalate different kinds of SR (Service request) & RFC (Request for Change) to R&D for scrutinizing the issues followed by feedback to the valued customers as their requirements.
* System analysis of the post integration feasibility for the new products/solutions with the existing system.
* Troubleshoot different day to day problem that occur in the system and also report customer about the proper reason for the problems.

**SUCCESSFULLY COMPLETED PROJECTS:**

**(a) Huawei OCS Expansion Project for 1.4 million new subscribers of Robi (PO-98)**

**(b)** **Huawei UVC Modernization Project with 240m capacity of Robi (PO-100)**

**(c) Huawei OCS Expansion Project for 1.4 million new subscribers of Robi (PO-104)**

**(d) Huawei ATAE R2 to ATAE R3 Modernization project of Robi (PO-146)**

**(e) Huawei UVC DR project of Robi (PO-130)**

**(f) Huawei VGS\_PCRF project of Robi (PO-99)**

**(g) Huawei iManager I2000 (Huawei NMS) project of Robi (PO-70)**

1. **Position**  : Database Manager

**Organization** : CCDB-Padma Multipurpose Bridge Project (PMBP)

Setu Bhaban (5th Floor), Banani, Dhaka**-1212, Bangladesh**

**Period** : From July 01, 2012 to May 31, 2013

**Job Responsibilities**:

* Maintain and update PMBP database and manage office IT network.
* Collect and analyze Resettlement data and store in database.
* Coordinate the evolution of PMBP database for Resettlement, Rehabilitation & Land Management (Acquisition, Requisition and De-acquisition) process.
* Collect and check data regarding disbursement of compensation package to the affected people.
* Performed on Resettlement & Rehabilitation site tender process.
* Prepare the plot allocation papers and terms & condition for rehabilitation site.

1. **Position**  : Assistant Manager-Network Support

**Organization** : Onix Computers System

**SR-308 (3rd Floor), BCS Computer City**

**IDB Bhaban, Agargaon, Dhaka-1207**

**Period** : From May 02, 2009 to April 30, 2011

**Job Responsibilities**:

* Managing a team of network support engineers.
* Helping network engineers to solve complex networking problems.
* Co-ordination with other technical teams to resolve customer problem.
* Analyzing data and writing reports to determine the level of support the organisation is providing.
* Overseeing the maintenance work of different PoPs.
* Providing feedback to network infrastructure team for both physical and logical network expansion and modification.
* Visiting clients whenever needed to solve complex support issues.

1. **Position**  : System Engineer

**Organization** : Smart Wireless and Telecom Ltd.

(Sister Concern of MAKS Group)

House # 30 (3rd Floor), Road No. 9 & 10, Block-G

Banani, Dhaka, Bangladesh

**Period**  : From April 01, 2006 to August 15, 2008

**Job Responsibilities**:

* Working on the project of Repeater, Boosters, Indoor & Outdoor Coverage Distribution System, and Microwave System of “COMBA” Chinese Brand.
* Generating proposals and quotations, presenting and articulating proposal to different PSTN & Mobile operators. Perform quality audit and acceptance testing.
* Configure voice devices & System and IP traffic monitoring. Monitor CDR, IVR, collect information and make daily status report. Monitor the call traffic quality, detect the error cause code, make error report and fix the problem.
* Daily status report for management feedback.

1. **Position**  : Network Executive, Network Operation Centre (NOC)

**Organization** : Skynet Technologies Ltd.

BSRS Bhaban (9th Floor)

12, Kawran Bazar, Kazi Nazrul Islam Avenue, Dhaka-1215, Bangladesh

Tel.: 88-02-8130488, 9129078

**Period** : From September 01, 2004 to March 31, 2006

**Job Responsibilities**:

* Lead a NOC team & support to resolve the network issue, Prepare roster schedule, supervise & monitor the team activities.
* Maintain and monitor IP networks & servers.
* Configure voice devices & router.
* System & IP traffic monitoring and online support for subscribers.
* Online CDR collection & rate monitoring activities.
* In charge of the customer support division of USA and Australia.
* Generate shift status report for management feedback.

**ACADEMIC ATTAINMENTS:**

* Master of Science in Telecommunications Engineering from East West University-2009.
* Bachelor of Science in Computer Engineering from American International University-Bangladesh (AIUB)-2003.
* H.S.C. in Science group from Rifles Public School and College-1997.
* S.S.C. in Science group from Atomic Energy Research Establishment High School-1994.

**PROFESSIONAL TRAINING:**

* Certificate course on Cisco Certified Network Associate (CCNA) from Asia Infosys Ltd.-2004.
* Certificate Course on CompTIA Linux+ and ISP Setup with Red Hat 9.0 from New Horizons Computer Learning Center-2004.

**LANGUAGE:** Native : Bangla

Second : English

**EXTRA CURRICULAR ACTIVITIES:**

* **Fellow:** The Institution of Engineers, Bangladesh (IEB).
* **Member:** Bangladesh Computer Society (BCS).
* **Member:** Internet Society (ISOC) Bangladesh Dhaka Chapter.
* **Member:** International Association of Engineers (IAENG).
* **Member:** American International University Bangladesh (AIUB) Alumni Association.
* **Hobby:** Organizational activities, reading newspapers, magazines and collect information.

**PERSONAL INFORMATION:**

Name : Md. Minhad Sarker

Father’s name : Dr. Md. Muslehuddin Sarker

Mother’s name : Monowara Sarker

Present address : “Niketan Delight”, Flat # 1B, House # 1, Road # 5, Block # D, Niketan

Gulshan-1, Dhaka-1212, Bangladesh

Permanent Address : Village: Sholakandi, P.O.: Gouripur, Upzila: Titas, District: Comilla-3517,

Bangladesh

Religion : Islam

Marital Status : Married

Date of Birth : 25th December, 1979

Nationality : Bangladeshi

**SELF APPRAISAL:**

I am known for being optimistic and philosophical in my approach of life. People know that they can count on my honesty and that I stick to my promises. I am pragmatic and practical to a fault. I know to lead a team. I plan ahead wisely and am very goal oriented. I have the gift to inspire and encourage my team, and let them work independently.

**REFEREES:**

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| a) Mohammed Sadique Murshid  Care Program Manager  Nokia Solutions & Networks Bangladesh Ltd.  Shanta Western Tower (Level-14)  186, Bir Uttam Mir Showkat Ali Road  Tejgaon I/A, Dhaka-1208, Bangladesh  Contact # 88-01819230957 (Mob.)  E-mail: sadique.murshid@gmail.com | b) Md. Shafiqul Islam  Project Director  Padma Multipurpose Bridge Project  Bridge Division  Ministry of Road Transport & Bridge  Setu Bhaban (4th Floor), Banani  Dhaka**-1212, Bangladesh**  Contact # 88-01711386329 (Mob.)  E-mail: pdpadmabridge@yahoo.com |