

Amanur Rahman Sany

Sr. Support Engineer

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📅 7th February 2001 🔗 [linkedin.com/in/amanur-rahman-sany](https://www.linkedin.com/in/amanur-rahman-sany)



👤 PROFILE

Dedicated and results-driven Network Engineer with extensive experience in NOC operations, network design, and technical leadership. Skilled in leading teams, optimizing network performance, and implementing innovative solutions. Committed to delivering excellence while enhancing leadership and managerial capabilities.

📁 PROFESSIONAL EXPERIENCE

OneSky Communications LTD.

2025 – present Dhaka, Bangladesh	<p>Sr. Support Engineer Department: Core Team</p> <ul style="list-style-type: none">• Team Leadership: Provide technical guidance and mentorship to NOC Engineers, fostering a culture of knowledge sharing and continuous improvement.• Process Management: Orchestrate the daily operational workflow of the NOC, prioritizing incidents and ensuring timely resolution aligned with SLAs, maintaining a network uptime of [99.9%+].• Strategic Projects: Champion the design and implementation of key network upgrades and enterprise-level deployments, managing the project from conception to completion.• Reporting & Analysis: Generate and present weekly performance reports to senior management on network health, ticket resolution metrics, and SLA compliance.
2023 – 2024 Dhaka, Bangladesh	<p>Support Engineer Department: NOC</p> <ul style="list-style-type: none">• Network Solutions & SLA Management: Implement robust network solutions to ensure SLA compliance, reduce downtime, and enhance overall service reliability.• Network Monitoring & Optimization: Oversee and optimize network infrastructure using tools such as Cacti, PRTG, Zabbix, SolarWinds, and Nagios to proactively identify and resolve issues.• Automation & Process Improvement: Lead automation initiatives using Python and Ansible, streamlining routine network tasks and reducing manual effort by 70%, while promoting best practices across the team.
Apr – May 2023 Dhaka, Tangail	<p>Customer Care Executive Department: Technical</p> <ul style="list-style-type: none">• Introduced structured diagnostic procedures, reducing average troubleshooting time by 60%.• Responded to customer queries via phone, email, and the ticketing system.
2017 – 2023 Dhaka, Bangladesh	<p>Hasan KG and Academic School, IT Head Department: IT</p> <ul style="list-style-type: none">• Led the IT department, managing technical support, network administration, and computer labs.• Implemented a secure network plan and system administration practices for staff and students.• Trained staff and students on IT systems, software, and best practices.

TECHNICAL SKILLS

Advanced Network Development ● ● ● ● ●

& Management:

Expert in BGP, OSPF, MPLS, VLANs, VRRP, QoS, and Traffic Engineering

Network Monitoring & NOC ● ● ● ● ●

Operations:

Proficient with Cacti, PRTG, Zabbix, SolarWinds, Nagios for proactive network management and SLA adherence

Network Automation & Scripting: ● ● ● ● ●

Python, Ansible for automation of network provisioning, monitoring, and reporting

Software & Systems Support: ● ● ● ● ●

OS installation, File/Print sharing, Backup solutions, Software deployment

Firewalls & Security ● ● ● ● ●

Network Device Expertise: ● ● ● ● ●

Cisco, Juniper, Huawei, MikroTik – Configuration, Troubleshooting, and Optimization

FTTx/OLT Management: ● ● ● ● ●

OLT, EPON/GPON/XPON ONU Configuration and Optimization

Security & Firewalls: ● ● ● ● ●

Implementation and management of enterprise firewalls, VPNs, and network security policies

Linux Network Services ● ● ● ● ●

Management

DNS, Smokeping etc.

EDUCATION

2019 – present
Dhaka, Bangladesh

Bachelor of Science Honours,

Govt. Saadat College | Department of Mathematics (Final Year)

2017 – 2018
Dhaka, Bangladesh

Higher Secondary Certificate,

Major General Mahmudul Hasan Adarsha College

Group: Science (Higher Math)

Result: 4.17 out of 5.00 (GPA)

Board: Dhaka

2016 – 2017
Tangail, Bangladesh

Secondary School Certificate, Kumully Namder High School

Group: Science (Higher Math)

Result: 5.00 out of 5.00 (GPA)

Board: Dhaka

CERTIFICATES

Cisco Certified Network Associate (CCNA)

Result: Pass

Certificate Number:

CSCO14904313

MikroTik Certified Network Associate (MTCNA)

Result: Pass

Certificate Number :

2412NA013

CompTIA A+

OneSky Communications LTD

Result: Pass

Computer Office Application

Institute of Computer

Knowledge

Result: Pass

NOTABLE PROJECTS

- Developed and enhanced a Python script to automate SSH or Telnet user management across 50+ BDCOM and MikroTik devices, reducing configuration time by 70%.
- Automated Router Config Deployment
- QoS Optimization for ISP
- Secure Network Design for Enterprise

COURSES

2024 Dhaka, Bangladesh	Juniper Junos , MD Bellal Hossain ICT Duration: 6 months
2023 Dhaka, Bangladesh	CCNA , OneSky Communications LTD. Duration: 6 months
2023 Dhaka, Bangladesh	MTCNA , OneSky Communications LTD. Duration: 3 months
2023 Dhaka, Bangladesh	CompTIA A+ , OneSky Communications LTD Duration: 3 months
2017 Dhaka, Bangladesh	Basic Computer and ICT Application , Basic Computer and ICT Application Duration: 6 Months

SOFTWARE SKILLS

- Winbox, Putty, SecureCRT, MobaXterm
- EVE-NG, Cisco Packet Tracer, GNS, Pnet
- VMware Workstation, Proxmox, Oracle VM
- Zabbix, Cacti, Libre NMS, PRTG

SOFT SKILLS

- Effective Communication
- Problem Solving
- Time Management
- Customer Service Orientation
- Teamwork and Collaboration

LANGUAGES

Bangla

English

INTERESTS

Bike Riding | Blood Donation | Travel & Tours | Indoor Games (Chess, Carrom) | Outdoor Games (Football, Cricket, Badminton)

REFERENCES

Dewan Ashraful ALam, *Senior programmer*, Ministry of Planning
alamdewan2012@gmail.com, 01680605245

AKM Jahangir Alom, *DMD*, OneSky Communications Ltd.
akmjahangir755@gmail.com, 01819231755

DECLARATION

I am committed to maintaining the highest standards of professionalism, integrity, and technical excellence as a network engineer, while continuously enhancing my knowledge to deliver exceptional service.



Amanur Rahman Sany