

# Amanur Rahman Sany

## Senior Support Engineer



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**Github:** <https://amanurrahmansany.github.io/Port/>

### **PROFESSIONAL SUMMARY**

Results-driven Senior Support Engineer with 5+ years of experience in Network Operations Center (NOC) environments. Expert in network infrastructure management, incident response, and team leadership. Proven track record of maintaining 99.9%+ network uptime, implementing automation solutions that reduce manual work by 70%, and leading enterprise-level network deployments. Skilled in BGP, OSPF, MPLS, and network monitoring tools with strong expertise in Cisco, Juniper, and MikroTik technologies.

### **EXPERIENCE**

#### **OneSky Communications LTD.**

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| <p>Feb 2024 –<br/>Present<br/>Dhaka, Bangladesh</p> <p>Jun 2023 –<br/>Jan 2024<br/>Dhaka, Bangladesh</p> | <p>Sr. Support Engineer   Department: NOC</p> <ul style="list-style-type: none"><li>Lead and mentor a team of 5+ NOC engineers in 24/7 operations, driving knowledge transfer and continuous improvement initiatives</li><li>Orchestrate daily operational workflow managing 100+ network devices, achieving 99.9%+ uptime with strict SLA adherence</li><li>Direct end-to-end implementation of enterprise infrastructure upgrades and strategic deployment projects</li><li>Deliver comprehensive weekly performance reports to senior leadership covering health metrics, incident analytics, and SLA compliance</li><li>Execute root cause analysis for critical incidents and deploy preventive measures reducing recurring issues by 45%</li><li>Oversee change management procedures ensuring zero-impact deployments across production environments</li><li>Coordinate with cross-functional teams for seamless integration of new technologies and services</li><li>Establish best practices documentation and standard operating procedures for NOC operations</li></ul> <p>Support Engineer   Department: NOC</p> <ul style="list-style-type: none"><li>Implemented robust network solutions ensuring SLA compliance, reducing network downtime by 35% and enhancing service reliability</li><li>Monitored and optimized network infrastructure using Cacti, PRTG, Zabbix, SolarWinds, and Nagios for proactive incident identification</li><li>Led automation initiatives using Python and Ansible, streamlining routine network provisioning and configuration tasks across 50+ devices</li><li>Managed LAN/WAN infrastructures including BGP routing, OSPF configuration, MPLS implementation, and VLAN management</li><li>Configured and troubleshoot Cisco, Juniper, Huawei, and MikroTik routers and switches for enterprise clients</li><li>Performed network performance tuning and QoS optimization for ISP services, improving customer satisfaction scores by 40%</li><li>Responded to L2/L3 support escalations, resolving 95% of incidents within defined SLA timeframes</li><li>Executed network security policies including firewall configuration, VPN setup, and access control lists (ACLs)</li></ul> |
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Apr 2023 – May 2023 Dhaka, Bangladesh	Customer Care Executive   Department: Technical <ul style="list-style-type: none"> <li>Delivered technical support for ISP services via phone, email, and ticketing system achieving 98% satisfaction rating</li> <li>Introduced structured diagnostic workflows reducing average resolution time by 60%</li> <li>Created knowledge base articles and technical documentation for common connectivity issues</li> <li>Trained junior staff on troubleshooting methodologies and customer service best practices</li> </ul>
Apr 2017 – Feb 2020 Tangail, Dhaka	<b>Hasan KG and Academic School</b> , IT Executive   Department: IT <ul style="list-style-type: none"> <li>Administered school network infrastructure including routers, switches, and Wi-Fi access points serving administrative and educational requirements</li> <li>Conducted regular training sessions for teachers and staff on Microsoft Office, email systems, and basic troubleshooting procedures</li> <li>Established basic IT policies for internet usage, password security, and computer lab access control</li> </ul>

## TECHNICAL SKILLS

### **Networking Protocols & Technologies**

BGP | OSPF | MPLS | TCP/IP | VLANs | VRRP |  
 VPN | STP | LACP | QoS | LAN/WAN  
 Architecture | Traffic Engineering | Routing &  
 Switching

### **Automation & Scripting**

Python | Ansible | Shell Scripting |  
 Configuration Management | Network  
 Automation | Infrastructure as Code

### **Tools & Virtualization**

Winbox | PuTTY | SecureCRT | MobaXterm |  
 EVE-NG | GNS3 | Packet Tracer | VMware |  
 Proxmox | Oracle VM

### **Security & Compliance**

Firewall Configuration | VPN Implementation |  
 Access Control Lists | Network Security  
 Policies | Vulnerability Assessment

### **Network Monitoring & Management Tools**

Cacti | PRTG | Zabbix | SolarWinds | Nagios |  
 LibreNMS | Performance Monitoring | Real-  
 time Analytics

### **Hardware & Platforms**

Cisco IOS | Juniper Junos | Huawei VRP |  
 MikroTik RouterOS | OLT/GPON/EPON | FTTx  
 Infrastructure

### **Service Management Framework**

ITIL | Incident Management | Change  
 Management | Problem Management | SLA  
 Management | Root Cause Analysis

### **Operating Systems**

Linux Administration | Windows Server | DNS  
 Management | DHCP | Active Directory |  
 System Hardening

## SOFT SKILLS

- Effective Communication & Stakeholder Management
- Customer Service Orientation
- Time Management & Priority Setting
- Project Management

- Problem Solving & Analytical Thinking
- Technical Leadership & Team Mentoring
- Teamwork & Cross-functional Collaboration
- Communication & Leadership

## LANGUAGES

**Bangla** — Native

**English** — Fluent (Professional Working Proficiency)

## NOTABLE PROJECTS

### **Automated Router Configuration Deployment**

Developed a Python script to automate SSH/Telnet user management across 50+ BDCOM and MikroTik devices, reducing configuration time by 70% and minimizing human error

### **QoS Optimization for ISP Network**

Enforced Quality of Service policies across ISP infrastructure, improving bandwidth allocation and reducing customer complaints by 40%

### **Secure Network Design for Enterprise Clients**

Designed and applied a secure multi-layer architecture incorporating firewall deployment, site-to-site VPN connectivity, and network segmentation for multiple corporate clients ensuring compliance with security standards.

## CERTIFICATES

### **Cisco Certified Network Associate (CCNA)**

Certificate Number:  
CSCO14904313

### **MikroTik Certified Security Engineer (MTCSE)**

Certificate Number:  
2511SE5409

### **MikroTik Certified Routing Engineer (MTCRE)**

Certificate Number:  
2511RE5556

### **MikroTik Certified Network Associate (MTCNA)**

Certificate Number:  
2412NA013

### **Computer Office Applications**

Institute of Computer Knowledge  
Result: Pass

## 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) | GPA: 4.17/5.00 | Board: Dhaka

2016 – 2017  
Tangail, Bangladesh

**Secondary School Certificate,** Kumully Namder High School  
Group: Science (Higher Math) | GPA: 5.00/5.00 | Board: Dhaka

## COURSES

2024  
Dhaka, Bangladesh

**Juniper Junos,** MD Bellal Hossain ICT  
Duration: 6 months

2023  
Dhaka, Bangladesh

**CCNA,** One Sky Communications LTD.  
Duration: 6 months

2023  
Dhaka, Bangladesh

**MikroTik,** One Sky Communications LTD.  
Duration: 3 months

2017  
Dhaka, Bangladesh

**Basic Computer and ICT Application,** Institute of Computer Knowledge  
Duration: 6 Months