


Amanur Rahman Sany

Senior Support Engineer

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 <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.

Feb 2024 – Present Dhaka, Bangladesh	Sr. Support Engineer Department: NOC <ul style="list-style-type: none">• Lead and mentor a team of 5+ NOC engineers in 24/7 operations, driving knowledge transfer and continuous improvement initiatives• Orchestrate daily operational workflow managing 100+ network devices, achieving 99.9%+ uptime with strict SLA adherence• Direct end-to-end implementation of enterprise infrastructure upgrades and strategic deployment projects• Deliver comprehensive weekly performance reports to senior leadership covering health metrics, incident analytics, and SLA compliance• Execute root cause analysis for critical incidents and deploy preventive measures reducing recurring issues by 45%• Oversee change management procedures ensuring zero-impact deployments across production environments• Coordinate with cross-functional teams for seamless integration of new technologies and services• Establish best practices documentation and standard operating procedures for NOC operations
Jun 2023 – Jan 2024 Dhaka, Bangladesh	Support Engineer Department: NOC <ul style="list-style-type: none">• Implemented robust network solutions ensuring SLA compliance, reducing network downtime by 35% and enhancing service reliability• Monitored and optimized network infrastructure using Cacti, PRTG, Zabbix, SolarWinds, and Nagios for proactive incident identification• Led automation initiatives using Python and Ansible, streamlining routine network provisioning and configuration tasks across 50+ devices• Managed LAN/WAN infrastructures including BGP routing, OSPF configuration, MPLS implementation, and VLAN management• Configured and troubleshooted Cisco, Juniper, Huawei, and MikroTik routers and switches for enterprise clients• Performed network performance tuning and QoS optimization for ISP services, improving customer satisfaction scores by 40%• Responded to L2/L3 support escalations, resolving 95% of incidents within defined SLA timeframes• Executed network security policies including firewall configuration, VPN setup, and access control lists (ACLs)

Apr 2023 –
May 2023
Dhaka, Bangladesh

Customer Care Executive | Department: Technical

- Delivered technical support for ISP services via phone, email, and ticketing system achieving 98% satisfaction rating
- Introduced structured diagnostic workflows reducing average resolution time by 60%
- Created knowledge base articles and technical documentation for common connectivity issues
- Trained junior staff on troubleshooting methodologies and customer service best practices

Apr 2017 – Feb 2020
Tangail, Dhaka

Hasan KG and Academic School, IT Executive | Department: IT

- Administered school network infrastructure including routers, switches, and Wi-Fi access points serving administrative and educational requirements
- Conducted regular training sessions for teachers and staff on Microsoft Office, email systems, and basic troubleshooting procedures
- Established basic IT policies for internet usage, password security, and computer lab access control



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