Farhan Sabbir Siddique

Cell: +88-01711504735
Email: fsabbir@gmail.com
LinkedIn: https://bd.linkedin.com/in/fsabbir
GitHub: https://github.com/farhansabbir

Career Objective

Continuing 14 years and actively involved in Core IT Systems (server, storage and backup) planning and execution and operations of UNIX, Linux, network load balancing, firewall and Virtual Platform administration. Leading a talented team of mixed culture and competency to achieve committed Service Level and striving for continuous service improvement. Possessing impeccable determination, technical expertise of driving project deliverables well within time, quality and budget.

Core Competency at a Glance

- Linux and UNIX (HPUX, Solaris) administration and advanced Troubleshooting
- Extensive knowledge on network Load-Balancer and firewalls.
- Exadata and Exalogic Administration and Troubleshooting
- Secured Infrastructure Design and Integration to services
- Application/Service Design and Integration
- Application/Service interoperability design
- In Depth concept of Python, Java, C#, Oracle Database and MySQL.
- Working knowledge to build application on top of known protocols (TCP, UDP and HTTP)
- ITIL and Service Management.
- Working knowledge on storage area network
- Infrastructure Capacity Management.
- Human Resource Capacity Management.
- Implemented Central Server Management through Ansible
- Recognized companywide as communicative and highly motivated
- Data communication and preservation integrity and Security Management
- Core contributor in multi-cultural teams.
- Company recognized UNIX trainer.
- Calculated risk undertaker.
- Design End-to-End Infrastructure Solution
- Client Value Creation and Relationship.
- Hands-on expertise to deploy, develop and integrate enterprise monitoring solution Zabbix.

Professional Background

Banglalink Digital Communications Ltd
Data and Platform Senior Manager, Business Service Management
(8th Jan 2018 – Present)

- Ensure smooth operations of all Linux, UNIX, Storage and backup platforms hosted in Banglalink.
- Design infrastructure (server, storage, network and backup) of services as per business requirement, enabling fault tolerance/resiliency as required.
- Ensure platform resiliency of existing systems by conducting regular service drill operations.
- Budgetary planning, approval and execution for all capacity enhancement of all in-scope infra devices in the company.
- Troubleshoot escalated issues in Linux and UNIX platform before OEM is involved for break-fix or patch support.
- Plan and execute storage and backup capacity enhancement.

- Ensure 100% in scope services are integrated to monitoring system.
- Automate tasks to remove manual administration wherever possible.
- Deploy and integrate new applications/services to existing framework.
- Deploy micro-services architecture to optimize capacity and operating overhead.
- Resource planning for project and operations.
- Ensure 100% compliance with security and company policy for all in-scope infra devices.
- **Achieved**: 100% server infrastructure monitoring by open source monitoring tool.
- **Achieved**: Successfully ran POC of open source VMWare replacement program.
- **Achieved**: Successfully deployed open source automation system in Linux environment.
- **Recognized and Awarded** from company as Star Performer for Q4 2018.
- **Manager**: Mohammad Faysal Khan, HoD, IT (+8801962424547, faysal.khan@banglalink.net)

Accenture (Contracted by Manpower Business Solutions Ltd. Sdn Bhd)
Java Web Application Support (L2/L3) Consultant, Malaysia
(29th Oct 2017 – 30th Nov 2017)

- Ensure smooth operations of Ecommerce platform deployed for both mobile and web customers.
- Troubleshoot web (nodejs) and ecommerce related in-house applications (java).
- Troubleshoot escalated technical issues as Level 3 engineer.
- Administration of load-balancer (Citirx) to ensure traffic balance between multiple web applications.
- Deploy application patches developed by Accenture Applications Development team in the same project.
- Deploy and integrate new applications/services to existing framework.
- Review application code written in Java and propose improvement or bug fixes regularly.
- Ensure the operations team (comprising of 5 people) is motivated and their skills are updated to run smooth operations.
- Consult with customer (governance team) for risks and issues and how to mitigate them.
- Coordinate with customer and application development team for all change implementations and post implementation follow-up to ensure changes are correctly implemented and smooth operations.
- **Manager**: Mohammad Faysal Khan, (+8801711505207, mohammad.faysal.khan@accenture.com)

Accenture Communications Infrastructure Solutions Ltd.
Associate Manager, UNIX Tower Lead, Niloy Mansion, Gushan-2, Dhaka, Bangladesh
(1st Apr 2015 – 17th Oct 2017)

- Manage a team of 17 UNIX engineers to remotely administer and troubleshoot UNIX and Linux Servers across 4 different countries from two different delivery centers.
- Helped team to achieve at least 99.9% committed SLA for 12 months in a row.
- Troubleshoot escalated technical issues as Level 4 engineer (Highest engineering level of Accenture in the country).
- Troubleshoot F5 load balancer as required for application load balancing.
- Design firewall rules for both internal and external traffic.
- Internal network design for virtual computing environment.
- Design, build and operate infrastructure services hosted in UNIX servers.
- Capacity forecast and management of all systems managed by the team.
- Develop internal competency of junior administrators in less than 1 month from roll-on date.
- Work across multiple internal and external teams to help customer service uptime
- Focused to gain most customer satisfaction.
- Develop process improvement and automation (Central UNIX User Access Review)
- Policy and Process design and implementation (Patch Management Policy and Process)
- Help Accenture uphold its promised delivery: **High Performance. Delivered**.
- **Achieved**: Committed SLA, both as UNIX team and also as part of Server team.
- **Achieved**: To comprehend customer requirement and deliver with quality and within timeline.
- **Recognized and Awarded** from company as Outstanding Performer of 2015.
- **Recognized** as one of the mentors in the company.
- **Recognized and badged** from company as one of the most recognized performer in August 2015.

- **Manager**: Mohammad Faysal Khan, (+8801711505207, mohammad.faysal.khan@accenture.com)

Accenture Communications Infrastructure Solutions Ltd.
Team Lead, UNIX Tower Lead, Niloy Mansion, Gulshan-2, Dhaka, Bangladesh
(1ˢᵗ Jan 2014 – 31ˢᵗ Mar 2015)

- Lead a team of 8 UNIX engineers to remotely administer and troubleshoot services hosted in UNIX and Linux Servers across 2 different countries.
- Help the team achieve 99.9% committed Service Level Agreement to the customer.
- Implement service oriented delivery method and establish a delivery center team from ground up.
- Achieved customer confidence and direct acknowledgement for exceeding expectation in service delivery.
- Actively involved with internal backup team to resolve backup issues for UNIX and Linux servers and helped them to achieve 100% backup success.
- Build the necessary organization (human resource capacity from ground up and help them to grow technical competence) to support projected customer base.
- Administer UNIX (Solaris and HPUX) and Linux Operating Systems hosted in small to enterprise class hardware.
- Troubleshoot escalated technical as Level 3 engineer.
- **Recognized and awarded** as Good Samaritan for conducting a training session for 30 participants on Linux Administration.
- **Manager**: Mohammad Faysal Khan, (+8801711505207, mohammad.faysal.khan@accenture.com)

Grameenphone IT Limited
Specialist, UNIX Administration, GPHouse, Bashundhara R/A, Dhaka, Bangladesh
(1ˢᵗ Apr 2010 – 31ˢᵗ Dec 2013)

- Core administrator of Solaris and Linux Operating Systems.
- Primary administer of EMC Clariion Storage device.
- Commissioned Oracle Exadata X2-2 for BI and Telco Provisioning service with Oracle ACS Team.
- Commissioned Oracle Exalogic (half rack) with Oracle ACS Team and single handedly integrated application service with Oracle Exadata over infiniband network.
- A straight 4 year experience in administering Oracle Exadata and Exalogic servers.
- Targeted troubleshooting application services hosted on Solaris and Linux servers within SLA time and resolve issues as much as possible before engaging OEM as last line of help.
- Capacity management for servers and storage devices, based on forecast and predictive analysis.
- Technical Delivery lead for multiple customer projects with multi-tiered application and infrastructure setup.
- Mentor 4 System Administrators of Intel Platform Virtualization and Solaris Systems Administration.
- Integrated a high traffic application with Linux LVS Load Balancer, with active-active cluster on Load Balancer servers and administration.
- Troubleshoot escalated technical as Level 3 engineer.
- **Achieved**: To virtualize an out of support Solaris 9 Sun Clustered platform in a Solaris container.
- **Achieved**: To confront multiple ISO 20K and ISO 27001 audit with zero Non-Compliance and a maximum one observation.
- **Achieved**: To enable High Availability of multiple Linux Servers without using any Cluster software.
- **Achieved**: To eliminated 540 men hour by automating multiple repetitive system administration and audit tasks.
- **Recognized and awarded** as Sparkling Employee of the Organization on October 2012 for outstanding operational performance and exceeding expectation.
- **Recognized and awarded** as Good Samaritan for conducting a training session for 30 participants on Linux Administration.
- **Manager**: Mohammad Faysal Khan, (+8801711505207, mohammad.faysal.khan@accenture.com)

Grameenphone Ltd.

System Engineer, UNIX Administration, Niloy Mansion, Gulshan-2, Dhaka, Bangladesh
(6th May 2007 – 31st Mar 2010)

- System administrator of Solaris and Linux Operating Systems.
- Targeted troubleshooting application services hosted on Solaris and Linux servers within SLA time and resolve issues as much as possible before engaging OEM as last line of help.
- Capacity management for servers and storage devices, based on forecast and predictive analysis.
- Sectional budget preparation for capacity up-gradation and project implementation.
- Mentor one System Administrators of Intel Platform Virtualization and Solaris Systems Administration.
- **Achieved**: To implement first time ever Document Management System (DMS) for company wide use as a part of its global initiative of paperless office.
- **Achieved**: To implement Solaris Cluster across two Sun Enterprise servers for Telco Billing Service.
- **Achieved**: To enable High Availability of multiple Linux Servers without using any Cluster software.
- **Achieved**: To eliminated 540 men hour by automating multiple repetitive system administration and audit tasks.
- **Recognized and awarded** as Sparkling Employee of the Organization on October 2012 for outstanding operational performance and exceeding expectation.
- **Manager**: Shafat Ullah Patwary, (+8801711506078, shafat@grameenphone.com)

Grameenphone Ltd.

System Engineer, Coordination and Compliance, Niloy Mansion, Gulshan-2, Dhaka, Bangladesh
(19th Nov 2006 – 5th May 2007)

- Document the inter dependency matrix of the Operations of IT
- Maintain the forecasted budget of the department.
- Maintain and follow-up the SOX policy of the company within the department.
- Organize departmental meetings and follow-up on targets.
- Individually helped to achieve SOX compliance of the IT Operations department in the first SOX audit in the company
- **Manager**: Shafat Ullah Patwary, (+8801711506078, shafat@grameenphone.com)

Grameenphone Ltd.

Customer Manager, Customer Management, Gulshan-2, Dhaka, Bangladesh
(6th Apr 2006 – 15th Nov 2006)

- Provide support to employees of Grameenphone Ltd working in remote areas of the country over phone.
- Maintain an optimum call handling time of 2 minutes.
- Help customer care achieve a one stop solution center for customer support.
- **Acknowledged** by the Customer Care department as the Best Solution Provider for Oct 2006.
- **Acknowledged** by the Customer Care department as the Best Support Call Performer in Oct 2006.
- **Manager**: Rezaul Haque, (+8801711500070, reza@grameenphone.com)

Project Involvement

- Operate on International Customer systems from Project Nucleus (2014-Current)
  - Design team structure as allowed in hierarchy pyramid design of Accenture Organization.
  - Build job Ads, actively participate in Accenture Promotion in Bangladesh
  - Work with local HR to build the recruitment strategy in 'waves'
  - Recruit first 8, later another 7, market leading engineers in UNIX platform.
  - Build team competency and implement Accenture Delivery Methodology.
  - Plan a two year sustainability on competency and Operations of the team.
- Design, implementation and operations of Exadata-Exalogic for Project Fusion (2013).
  - Understand application design and interdependency of modules and other applications.
  - Design possible technical Solutions with Oracle.
  - Help to integrate application on underlying infrastructure on Exalogic and Exadata.

- Comptel Provisioning Application in GP (2012)
    - Understand application design and dependency matrix.
    - Install and configure with High Availability using Veritas Storage Foundation and Veritas Cluster Server across two Intel hardware running Linux.
    - Application integration with Cluster and High Available File-System.
- Data Center Migration of Grameenphone Ltd. (2011-2012)
    - Plan, with EMC (vendor for the migration project) for the migration approach
    - Infrastructure dependency identification (storage, backup, network and servers) and design modular migration approach as single SME.
    - Application migration approach design, with minimum impact in business availability.
- Planning and implementation of Deep Data Diving project (Data Warehouse extension). (2011-2012).
- Planning and implementation of Network Equipment Resource Management (2011).
- Implementation of Customer Relationship Management (CRM) (2009-2010)
- Planning and deployment of Common Provisioning System (2008-2009)
    - A Sun Cluster setup of the provisioning application between two Enterprise Class Hardware
- Migration of Mediation application (2008-2009)
    - Migration and scale out of Mediation application between two Enterprise Class Sun SPARC Servers.
- Migration and up-gradation of Billing System Application (BSCS-IX) (2007)
    - Migration of Billing System from HP-UX to Solaris 10 Operating System on E25K, E6900 and T2000.
- Implementation of Enterprise Resource Planning (Oracle ERP) (2007)

Strength

- Inherent analytical ability.
- Goal and purpose driven professionalism.
- Stay focused in goal and ensure quality and timeliness.
- Ability to identify multiple options to reaching a solution.
- Ability to harness strengths of multiple teams to comprehend solution options and help to achieve it.

Weakness

- Usually overtaken by the gravity of the work at hand.
- Tirelessly working round the clock to reaching milestones.
- Inability to consider all individuals working together as anyone outside stakeholder or customer paradigm.

Academics, Training and Certifications

Academic Background

Degree	Year Graduated	Grades/CGPA
BSc. Hons. In Computer Science and Engineering	2005	3.72 (in 4.0 scale)
Advanced Levels (Physics and Mathemetics)	2001	B, B
Ordinary Levels	1998	A, A, A, A, B

Training

- VERITAS Cluster 5.0 for Solaris (Petaling Jaya, Malaysia) – 2008
- Oracle 9i Database Administration – Part 1 and 2 (Base Bangladesh) – 2008
- Sun Certified System Administrator – Part 1 (AIUB) – 2010
- Oracle Solaris 10 System Administration – Part 1 and 2 (Oracle University) – 2011
- Oracle Enterprise Linux – Basic Administration (Oracle University) – 2011
- Oracle 11g – New Features (Oracle University) – 2011
- Oracle Solaris 10 Network Administration – (Oracle University) - 2012
- Sun Systems Fault Analysis – (Oracle University) - 2012
- Sun SPARC M-Series Administration Ed 1 - (Oracle University) – 2012
- MySQL for Database Administrators Ed 2 – (Oracle University) - 2012
- Exalogic Bootcamp – (Singapore) – 2012
- Exadata Bootcamp – (Bangladesh) – 2012
- VMWare VSphere 5.5. Install and Configure – 2014
- HPUX Administration and Troubleshooting – 2015
- Amazon Web Services, planning and deployment – 2017
- Android Development – 2018
- Openstack planning, implementation and administration - 2018

Certification

- Oracle Certified Solaris 10 System Administrator Part 1 (March 2012) (Oracle ID: OC1096544)
- Oracle Certified Solaris 10 System Administrator Part 2 (March 2012) (Oracle ID: OC1096544)
- Oracle Linux Certified Implementation Specialist (March 2012) (Oracle ID: OC1096544)
- Red Hat Certified Engineer (August 2014) (Red hat Certification: 140-160-599)
- Certified Ethical Hacker (October 2016) (EC Council)
- Oracle Database: SQL Fundamentals 1 (Apr 2017) (Oracle ID: OC1096544)
- Oracle Database 11g: Administration 1 (May 2017) (Oracle ID: OC1096544)
- Oracle Database 11g: Administration 2 (May 2017) (Oracle ID: OC1096544)

Personal life

Date of Birth: 9th September, 1983
Father: Md. Rafiqul Hoque Thakur (departed)
Mother: Shirin Sultana
Living with mother, wife and two sons in own house at Dhaka Mohakhali area, Bangladesh.