



Kakon Ray

Engineer

To pursue a professionally satisfying growth and challenging career. Seeking a quality environment where my knowledge can be shared and enriched for the growth of the organization and self. Have 6 years of working experience in ISP/IIG networking environments. In this rapidly changing technology world i try to keep my learning curve under continuous improvement. I want to learn many things at every step & demonstrate this in my daily life & career life. I believe in action behavior & character.

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SKILLS

Time Management

Problem Solving

Leadership

Communication



ACHIVEMENT

Employee of the Quarter
(07/2023 - 09/2023)

- Stardust Telecom Ltd



VOLUNTEER EXPERIENCE

Executive Member
Daffodil Prothom Alo
Bondhushava



EDUCATION

**Bachelor of
Science(Computer
Science & Engineering)**
Daffodil International
University

Passing Year: 2022 Result: CGPA 3.73
out of 4.0

**Diploma-in-
Engineering(Computer
Technology)**
Gopalganj Polytechnic
Institute.

Passing Year : 2018 Result: CGPA 3.51
out of 4.0



WORK EXPERIENCE

Engineer (NMC & Tech Support) STARDUST Telecom Ltd

02/2022 - Present

Location: 18th floor, Awal
Center, Banani, Dhaka-1213

Provide solutions for IIG/ISP customers - AS-139901, AS-137967

Achievements/Tasks

- Maintain ticketing system and solve and blackhole routing, RTBH & DDoS Monitoring and Mitigation. Also Maintain communication with the NTTN Service provider via E-Mail and phone.
- Managed responsibilities in a rotating shift schedule, including morning, evening, and night shifts. Monitor customer link status with proactive monitoring tools and Support filed operation team.
- Create technical documentation, and drawing (Visio) for the entire network.
- Customer Installation, Configurations, and troubleshooting for all types (Data/Internet/Reseller/Retail) Communicate and coordinate with internal departments/Teams.
- Raise trouble tickets to vendors and follow up. Taking immediate steps in case of any alert or fault.
- Prepare and Provide Daily/weekly/monthly network performance reports and IP, Core, Backbone managing and configuring. Various routing protocol OSPF, BGP Devices Platform: Juniper, Mikrotik, Bdcorn, Huawei, Cisco, FS.com.
- Provide on-call and physical support to the client end and Investigating faults in the network.
- Monitor, and analyze upstream QoS & route for better performance and optimize latency. Monitoring and updating core network using MRTG, Nagios, Cacti Graph, Smoke ping, and What's up Gold tools.
- Maintain a log of Network issues like site downtime and uptime. Design & propose Network solutions to the clients as per their requirements.
- Design, Implement, Modify, Configure, and Troubleshoot and Manage Core Network. Troubleshooting and providing solutions for internet and data connectivity. Monitor and analyze upstream QoS & route for better performance. Also Configuration of wired and wireless Local Area Network.

System Engineer (Remote) Byte-Bridge IT Solution

08/2020 - Present

Location: 32891 NOORANIYAH - BLDG,
Hor Al Anz, Dubai, United Arab Emirates

Achievements/Tasks

- Mikrotik API relation in billing like account management, Usages tracking, Payment handling, Custom billing solution, Integration with billing system, Transaction support, User access control, System update and security features.
- Also provide hotspot customer support as per customer requirement.



EDUCATION

Secondary School Certificate (Business studies)

Bordia Secondary School

Passing Year: 2014 Result: GPA 4.94 out of 5.0



CERTIFICATE & COURSES

CCNA (Cisco Certified Network Associate) in mnLab. CCNA (200-301)

CCNP (Cisco Certified Network Professional certification) in Network Jagat 350-401 ENCOR

Certificate in Server Administration & Cloud Management under SEIP project (BITM)
Certificate NO: 1/SACM/DHK-1/0014.

cnPilot Certified
Certificate NO: C28895

MTCNA
Certificate NO: 2302NA3589

MTCRE
Certificate NO: 2309RE3363

JNCIA-Junos
Certificate NO: JPR00340415



LANGUAGES

Bengali
Native or Bilingual Proficiency

English
Full Professional Proficiency



PROJECT

Enterprise Network Operational Architecture design using BACH Firewall



WORK EXPERIENCE

Technical Support Executive

Agni Systems Limited

04/2021 - 12/2022

Location : Navana Tower, 11th Floor, Suite A, 45, Gulshan Avenue,

Bangladesh's premier nationwide Internet Service Provider (ISP)

Achievements/Tasks

- Participate corporate client technical meeting and as per their requirement designed and implement their network architecture and make sure security issue.
- For new client activation visit client office and as per their requirement configure their network devices Routing, Switching, Security solutions and some site blocking from Mikrotik.
- Client Mikrotik configuration with all site block except 1 or 2 sites are allow, bandwidth allocation for every users by simple queue and PCQ.
- Enterprise clients data solution point to point, point to multipoint, multipoint to multipoint by cisco router, mikrotik. These data solution for Layer2 and also Layer3.
- IPTSP solution for local office and remote office, setup server with Elastix and configure extension and make sure all users can talk locally and also others mobile operation with sip trunk with AGNI SIP.
- Wifi Solution for corporate and enterprise, survey client office wifi coverage area and find out obstacle and based on these chose right place for wifi device and for avoiding frequency overlap manipulate wifi channel with non-overlapping channel.
- Configure IPSEC in client Mikrotik.
- Visit client's office and findout network loop and apply loop prevention security and troubleshoot bandwidth slow issue.

Support Engineer

FastTrack BD NET

05/2018 - 03/2021

Location: 6/A, 4 Baily road, Dhaka

ISP

Achievements/Tasks

- Provide Network solutions for corporate and home user.
- Provide 1st & 2nd level Logical support of active Switch and Router.
- Configure Switches, Routers, OLT, ONU.
- Provide remote and physical technical support to clients as per their demands.
- Take necessary action according to client's need and on demand.
- IP Management, Maintenance With Upstream (IIG).
- Configure and troubleshooting of Cisco, Mikrotik router.
- Troubleshooting and providing solutions for internet and data connectivity.
- Setup and maintain LAN connectivity.

Expertise

Good knowledge and understanding of the IP network infrastructure.

Abilities

- Able to work independently and within a team-spirited environment.
- Expert in IIG and ISP Operation. Setup and maintain IIG and ISP backbone network.
- Able to provide a full range of solution IIG and ISP Network.
- Good knowledge and understanding multiple VPN such as Site to site, PPTP, GRE, IPSEC.
- Good knowledge and understanding TCP/IP Protocol and OSI Ref. Model Architecture.
- Good knowledge and understanding switching system such as STP, RSTP, MSTP, VTP, VLAN, ACL.
- Good knowledge and understanding IIG and ISP Traffic Engineering.