


MD.ASHIQUL ISLAM

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SUMMARY

With strong hands-on experience in telecommunications and transmission networks, I specialize in ensuring high availability, security, and performance of large-scale carrier and enterprise infrastructure. My expertise spans end-to-end troubleshooting, proactive maintenance, and optimization of critical network systems, with a strong focus on delivering seamless service continuity and meeting strict SLAs. Technical Portfolio: 

KEY ACHIEVEMENTS

- Improved incident resolution time by refining RCA and preventive measures in logical layer
- Reduced repeated enterprise service faults through targeted routing and QoS optimization
- Strengthened backbone stability by validating critical logical changes after rollout
- Resolved 3000+ complex network tickets, enhancing nationwide infrastructure reliability and customer satisfaction
- Optimized core network performance through strategic routing improvements, achieving 15% better service delivery
- Automated manual workflows using Python and n8n, reducing operational overhead by 30%
- Maintained 99.9% network uptime through proactive monitoring and rapid incident response
- Mentored 4 junior engineers in advanced troubleshooting and network operations

TECHNICAL SKILLS

Networking Protocols	BGP, OSPF, LACP, STP, DHCP
Network Technologies	MPLS (L2VPN, L3VPN), FTTx / GPON, DWDM
Performance & QoS	L2/L3 QoS, Policing, Shaping, Congestion Management, Buffer Optimization, Traffic Engineering
Hardware & NOS	Cisco IOS/XR-XE & Switches, Huawei VRP, Switches & OLT, Alcatel-Lucent OLT, LS Cable OLT
Monitoring & Diagnostics	Wireshark, Nagios, Cacti, PRTG, GNS3
Scripting & Automation	Python, n8n, Bash, Git
Systems & Virtualization	Linux, Windows, VMware Workstation
Professional Skills	Troubleshooting, Problem-Solving, Team Collaboration, Client Communication, Adaptability

WORK EXPERIENCE

Senior IP Engineer, Fiber@Home Limited	July 2025 - present
<ul style="list-style-type: none">Lead L2 logical troubleshooting and escalation handling for MPLS, IP, GPON, and FTTx services across the nationwide backbonePerform advanced root-cause analysis for BGP/OSPF routing loops, flaps, convergence issues, QoS degradation, and multi-vendor interoperability (Cisco, Huawei)Validate, approve, and execute L2/L3 configuration changes, service provisioning, and routing updates	

while ensuring network stability and SLA integrity

- Coordinate with NOC L1, DWDM Transmission, Field O&M teams to resolve complex service-impacting incidents
- Conduct proactive network health assessments, capacity checks, and performance optimization to minimize repeated faults
- Manage enterprise customer escalations, high-priority tickets, and post-incident reviews to strengthen reliability and customer experience
- Mentor junior engineers and review technical cases to improve team accuracy and response efficiency

IP Engineer, Fiber@Home Limited

Dec 2022 - June 2025

- Delivered L2/L3 technical support for MPLS, GPON, and FTTx backbone and access networks
- Diagnosed and resolved complex issues in IP routing (BGP, OSPF), QoS, and service degradation across multi-vendor platforms (Cisco, Huawei)
- Executed proactive network monitoring, new link commissioning, and strategic bandwidth management to maintain SLAs.
- Implemented preventive maintenance and performance optimization strategies for enterprise client networks, enhancing service reliability

Infra Planning Intern, Fiber@Home Limited

Mar 2022 - July 2022

- Migrated network data to Connect Master and automated Excel data processing
- Created KMZ and shapefiles for national fiber infrastructure mapping and documentation
- Supported fiber network planning and documentation efforts

PROJECTS & PROCESS AUTOMATION

- Developed Python scripts for interface utilization analysis and link-wise outage reporting
- Automated ticket classification and escalation with n8n, improving MTTR by 40%
- Developed network visualization automation pipeline for Connect Master

EDUCATION

2015 - 2022 B.Sc Engineering (CSE) at **Pabna University of Science & Technology**

2011 - 2013 Higher Secondary at **Dhaka City College**

PROFESSIONAL TRAINING

2022 CCNA: Routing & Switching at **Linux Pathshala Limited**

LANGUAGES & INTERESTS

Languages Bengali (Native), English (Fluent)

Professional Interests Network Automation, Cloud Networking, Security Hardening

Availability 60 days / Immediate availability negotiable