

Bikash Ranjan Sarker

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Career Summary:

Presently working as **Sr. Network & Support Engineer** at **Optimal Technology Pvt. Ltd.** and having solid 12 years' experience in the field of IT Networking, IT Support, Telecommunication, IT Security, Hardware and software.

Profound, understanding and knowledge of **IT Network System** and Microsoft Office Program in **Word, Excel, Power Point** knowledge of operating **Photoshop cc, illustrator CC, ERP** and **Hospitality** Software. Fluent in **Bengali** and full working knowledge in **English** and good sound in **Malay** language.

Pursued strong **Supervision skills** with having **IT Network Professional** in nature by which can perform better where a group of people work together to achieve a goal and can take **Action plan** in any situation with maintaining a winning position along with effectively and efficiently can organize any **Technical Issue, IT Maintenance, Progress and Project**.

Career Objective:

To work in the **Manager (IT) role** of different local or multinational organization and grow rapidly with increasing responsibilities.

Key Proficiencies:

- Switch, Router, Access Point, WLC
- Monitoring and Supervision
- Installation, Configuration, Cloud system
- MCSA, IT solutions, IT Networking
- DHCP, Web Servers, Data base Server
- Team Management
- Troubleshooting
- Network performance, MPLS
- LAN Server, DNS, Proxy,
- WEBAX, IP Phone, IP Camera, PA System

Work Experiences:

1. **Organization:** Optimal Technology Pvt. Ltd. **Designation:** Sr. Network & Support Engineer

Reporting To: Sr. Solution Architect

Duration: From May 2019 to till now

Job Responsibilities:

Company Location: Badda, Link Road, Dhaka

- Installing, maintaining, and configuring Cisco Router, Switch, Cisco Meraki Access Point, Fortinet Access Point, Fortinet Firewall, Fort Voice, Fortinet WLC, VC Polycom, Avaya and Cisco WebEx System.
- Troubleshooting and monitoring to ensure smooth running, implementing best practice in sales techniques.
- Reporting to the superiors, Working with team members; Configuration Yester, anvil IP telephone system
- Maintaining core technical problems records & troubleshooting accordingly.
- Negotiating with customers and ensuring commerciality, assisting in providing IT solutions.
- Supporting IT Networking and Services at Ascena Global Sourcing (AGS) Hong Kong Ltd.
- Developing and maintaining IT networking with Print server, 2012, 2016 .2018 server, 2018 server with configuring and user rights. Windows 2012 Server with active directory

Achievements:

- Planning, designing and installing network for 150+ clients with 100 to 200 Cisco, Fortinet, Ruckus and Sonic WALL, Polycom device.
- Complete Running Apollo, BGB, Nokia, Babylon Group, Livestock Govt. Project with valuable customer satisfaction.

- 2. Organization :** TM (Telecom Malaysia) **Designation:** Sr. Executive (Technical Support)
Reporting To: Manager (Planning) **Duration:** From August 2016 to February 2018
Job Responsibilities: **Company Location:** Kuala Lumpur, Malaysia
- To perform system and others application maintain
 - Installation, configuration and cloud system infrastructure; System upgrading
 - Monitored and Troubleshooting and ensure smooth running; Reporting to the superiors
 - Maintained All technical problems records & troubleshooting accordingly; Customer support employee supports
 - Implemented best practice in sales techniques; playing rolls at sales events and conferences.
 - Support and Installation MCSA, Support Level O, Level 1 and Level 2
- Achievements:**
- Solved 50 customer problems in a week with proper technical support with minimum cost.
 - Monitored 2 lack customer and solve their technical problems; customer satisfaction.
- 3. Organization :** Ascott Dhaka **Designation:** Sr. IT Executive
Reporting To: Manager IT **Duration:** From February 2014 to May 2016
Job Responsibilities: **Company Location:** Dhaka
- Developed and maintain IT networking with Print server, 2000 server, and 2003 server with configuring user access and user rights.
 - Activated Directory, Maintain SQL server, Windows 2003 Server with active directory
 - Monitoring Mikrotik and Cisco device configuring and maintain, Monitoring network performance, user access.
 - Performed precautionary policy to fail over all networks by configuring firewall, antivirus.
 - Mikrotik Manage (User manage with IP configure), Wireless Routing
 - Troubleshooting and maintenance experience in Desktop, Server and Laptop; Mail and others Data Backup.
 - Communicating with outside vendors for purchasing or repairing hardware and software.
 - Assist in proved IT solutions with involve programming, testing, and training. Maintenance of LAN server and ensure security.
 - Knowledge have DNS, Proxy, DHCP, Web Servers, Data base Server
 - Experience of handling & Troubling Shooting CCTV, Video Conferencing Equipment, Finger Attendance & Access control Device.
- Achievements:**
- Led and monitor total IT support to solve their technical problem. Increased 38% to 63% customer satisfaction per year.
- 4. Organization :** WEB Communication Technology **Designation:** Sr. Telecom Engineer
Reporting To: Project Manager **Duration:** From January 2011 to December 2013
Job Responsibilities: **Company Location:** Dhaka
- Monitored and execute site work activities, preparation of work program and work progress chart.
 - Installed MW Link, testing, commissioning & conduct, PAT of NEC PDH, SDH MW Link.
 - Installed Link, testing, commissioning, & conduct with PAT of STRATEX PDH, SDH MW Link.
 - Supervision TSS Survey, Line of Sight (LOS) Survey, perform PAT & Hand Over the site to the customer
 - Coordination project which includes Team Management to provide Technical solution
- Achievements:**
- Completed install, testing, commissioning & conduct of NEC 200+ PDH, SDH MW Link at Banglalink.
 - Completed install, testing, commissioning & conduct of STRATEX 50+ PDH, SDH MW Link at Teletalk
- 5. Organization :** Rams Technology Ltd **Designation:** System Engineer
Reporting To: Director **Duration:** From March 2008 to December 2010
Achievements: **Company Location:** Dhaka
- Troubleshoot and maintenance 1111+ in Desktop, Server and Laptop.
 - Worked Local area network (LAN), Internet maintaining and troubleshooting. Install, repair and troubleshooting of different types of software and hardware; Web Mail and others Data Backup.

- Executing Network cabling & Maintenance; Network users administration and maintenance with proper Documentation.

Academic Qualification:

- **Masters of Business Administration (EMBA)** in **HRM** from Bangladesh University, Dhaka with CGPA 3.75/4 in 2015.
- **Bachelor of Computer Science and Engineering (CSE)** from Bangalore University, India with First Class in 2007.

Professional Training & Certification:

- 72 hours training on “CISCO Certification Course” conducted by trainer New Horizons.
- 3 month training on “CompTIA Network(+) MUS” conducted by trainer Management Science University, Malaysia
- 42 hours training on “Mikrotik Router as a Wireless Access Point” conducted by trainer Udemy.
- Training on “Fortinet Network Security Expert-NSE1, 2, 4, 5, 7” conducted by trainer Fortinet.
- Training on “Sonic WALL –FY’20 CER Certificate-Super Star” conducted by trainer Sonic WALL University.
- Training on “Extreme Networks-Wireless, Software, IP Campus” conducted by trainer Extreme Networks.
- Training on “Premium Line-Authorized Installer” conducted by trainer Premium Line.
- Training on “LINUX Certification Course” conducted by trainer New Horizons (Running)
- Training on “Polycom Collaboration Infrastructure RPPTPD201” conducted by trainer Polycom University.
- Training on “Ruckus- ICX Advance” conducted by trainer Ruckus.

Soft Skills:

- Effective Communication, Leadership, Problem Solving, Time Management, Critical Thinking, Creative, Positive Attitude

Personal Information:

Date of Birth: April 15, 1984, **Home District:** Mymensingh, **Marital Status:** Married, **NID:** 3721513004

References:

- **Abul Bashar Azad, Sr .Manager**, AND Telecom, Contact: 01818391627, Email: abazad@office.adn.com
- **Md Abu Sayed**, Director-Technical , Optimal Technology Pvt Ltd., Contact: 01973432325, Email: sayed@optimal.com.bd