CURRICULUM VITAE
Of
Mr. Dhiraj Chandra Das
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❖ **MAILING ADDRESS**

Mr. Dhiraj Chandra Das
C/O : Baikuntha Chandra Das
Sector#13, R#03, H#10,
Uttara, Dhaka-1229.

❖ **OBJECTIVES**

To assess myself as a focused on it professional in a creative and challenging environment using cutting-edge technologies, where I could constantly learn and successfully deliver computer network solutions to problems with responsibility and where my skills and abilities will be fully utilized.

❖ **COMPUTER SKILLS**

Operating System	:	**Windows (XP, Vista, 3,7,8,10,Server*)** **Linux (CENTOS all version), SuSe Linux, Ubuntu.**
Computer hardware	:	**Assembling, PC Maintenances, Disassembling, Maintenance & Troubleshooting.**
Networking	:	**LAN, MAN, WAN, Internet Connection with Fiber Optic Based, Radio Based etc.**
Server	:	**Gateway, DHCP, Proxy, DNS, Mail, FTP.**
Editing	:	**Adobe Photoshop, Ulead Video Studio.**
MS Office	:	**Word, Excel, Access, Power Point, Front page.**
Internet	:	**Email, Browsing, Web Operation, Download etc.**

❖ **PROFESSIONAL EXPERIENCE**

1. <u>**IT Engineer**</u>   <u>**Duration: 12th March,2017 to Continuing.**</u>
   Responsibilities:

   - Install, configure and support a Vicidial/Asterisk/Goautodial server cluster for high availability by complete call center solution. Also VoIP Asterisk expert FreePBX Elastix SIP.
   - Strong understanding of Vicidial/GoAutodial from both the user side as well as the server side.
   - INFRATEL server modification.
   - CRM for client requirement basis modification and customization.
   - Detect, analyze, and defend against network penetration: Execute Intrusion Detection/Prevention System.
   - Assist in identifying, recommending and implementing new processes or amendments to current ones to improve team functionality and service provision to customers
   - Design actual Call Flows, Programming / Coding of PHP and Call Flows with asterisk.
   - Provide third level support services related to web, mail, DNS, active directory, group policy etc. and coordinate with level 1 and 2 supports.

   ### Project:

   - **Pathao**-Their inbound IVR & outbound auto call service by custom lead. Basic CRM for outbound auto calls.
   - **VFS**-INBOUND call service for 10 countries with (individual IVR by country basis, Agent priority call route, CSAT survey, IVR traversal etc. Two IPTSP number for one country so that total 20 number registered in this server as route to 20 group both of Bangla & English.
   - **SCB Bank**-Eight outbound campaign is running by custom lead basis call.
   - **Symphony**- Six outbound campaign is running by custom lead basis call and one inbound campaign with raw asterisk inbound IVR.
   - **Aitel**- Aitel_Duedate, Airtel_postbar, Airtel_prebar, and Prebar_prbr are running auto outbound call with custom leads.
   - **Robi**- Robi_Duedate, Robi_postbar, Robi_prebar, and Robi_prbr are running auto outbound call with custom leads.
   - **PaPajhons:** American company. Remotely working for their IT related all activity.
   - **Other campaigns**- **UCBL** outbound campaign, **Marico** inbound and outbound, **Elite paint** Inbound, **Rancon Electronics** inbound and outbound, **VIVO** mobile inbound and outbound, **Dancake** inbound and outbound etc.

   Company Name: SuperTel.
   Department: Information Technology
   Company Address: Super House, House # 25, Gareeb-e-Newaz Avenue, Sector-13, Uttara, Dhaka - 1230.

2. <u>**Sr. Support engineer-IT**</u>   <u>**Duration: 1st June, 2016 to 10th March, 2017.**</u>
   Responsibilities:

   - Install, configure and support a Vicidial/Asterisk/Goautodial server cluster for high availability by complete call center solution. Also VoIP Asterisk expert FreePBX Elastix SIP.
   - Strong understanding of Vicidial/GoAutodial from both the user side as well as the server side.
   - C-ZENTRIX, Elastix server modification.
   - VOIP Experience and troubleshooting of call quality issues.
   - Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.

- Mikrotik router all configuration, CISCO Router configuration, CISCO SWICTH VLAN configuration with access and trunk port for LAN connectivity.
- Domain controller, active directory, Group policy, File server and Proxy server configuration.
- Monitoring/Troubleshoot LAN, WAN, PC'S, and Hardware etc.
- Facilities provisioning (installing racks, setting up power, installing Ethernet, fiber and console cabling, remote power).

Project:
- Inbound and outbound campaign configured by Goautodial/Vicidial/Vicibox platform- **NCCBL Bank,NBR(VAT) govt, Doctorola.com, Coca-Cola, Rancon Motors, Bashundhora Group, Transcom.**
Company Name: Digicon Technologies Ltd.
Department: Information Technology
Company Address: 242, Tejgaon I/A, Gulshan Link Road, Dhaka, 1208 Dhaka, Bangladesh.

3. <u>**Sr. Support engineer**</u>   <u>**Duration: 1st June 2015 to 31th May 2016.**</u>
   Responsibilities:
   - Working with customers to identify internet Bandwidth problems, advising on the solution and manage support team lead.
   - Provisioning (IP assignment, network configuration, FTP server modification, monitoring and graphing for colocation, customer backup and other customer network services).
   - Maintains network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor.
   - Monitor network/Internet Bandwidth performance (availability, utilization, throughput, good put, and latency) and test for weaknesses
   - Working with field engineers to visit customers/employees if the problem is more serious.
   - Planning future improvements, suggesting IT solutions to business problems
   - Field experience with MikroTik products , Firewall, Security, HotSpot, PPPoE, EoIP, DHCP, Tunnels and VPN(PPTP, L2TP, EoIP, GRE,), Load Balancing, Bandwidth management,
   - Testing and fixing faulty equipment**.**
   Company Name: Media & Multimedia.
   Department: NOC
   Company Address: H#181,(2nd floor),R#02,New DOHS,Mohakhali,Dhaka-1206,Bangladesh.

4. <u>**Executive**</u>   <u>**Duration: 17th May 2014 to 17th May 2015.**</u>
   Responsibilities:
   - Talking clients through a series of actions, either face-to-face or over the telephone, to help set up their Routers or resolve issues.
   - Manage and maintain the Nextgen Monitoring Systems (these report on the status and performance of network, ISP services and facilities).
   - Facilities provisioning (installing racks, setting up power, installing Ethernet, fiber and console cabling, remote power).
   - Fault handling and escalation (identifying and responding to faults on Nextgen systems and networks, liaising with third party suppliers, handling escalation through to resolution).
   - Facilities maintenance (monitoring and management of air-conditioning, UPS, generators, power usage, running health and safety and housekeeping checks at Nextgen POPs).
   - Tier 3 Support for co-location, customer backup network and ISP services.
   - Participate in a 24x7 call-out Rota if required.

Company Name: Nextgen Networks Ltd
Department: NOC & support
Company Address: 1/2, Monipuripara, Tejgaon Dhaka-1215, Bangladesh.

❖
TRAINING EXPERTISE

1. CCNA Routing & Switching:

• **Institute**	**: New Horizons** .
Location	**: Dhanmondi,Dhaka** .
Duration	**: 72 Hours** .
Year	**: 2017.**

Linux CentOS:

• **Institute**	**: rabeul@nextgen** .
Location	**: 1/1, Pallabi,Mirpur-12,Dhaka** .
Duration	**: 2 month** .
Year	**: 2013.**

Mikrotik Router :

• **Institute**	**: rabeul@nextgen** .
Location	**: 1/1, Pallabi,Mirpur-12,Dhaka** .
Duration	**: 2 month** .
Year	**: 2013.**

4. Linksys & Dlink Switch:

• **Institute**	**: rabeul@nextgen** .
Location	**: 1/1, Pallabi,Mirpur-12,Dhaka** .
Duration	**: 1 month** .
Year	**: 2013.**

Windows Server:

• **Institute**	**: rabeul@nextgen** .
Location	**: 1/1, Pallabi,Mirpur-12,Dhaka** .
Duration	**: 2 month** .
Year	**: 2013.**

❖ EDUCATIONAL QUALIFICATION

1. M.sc in Computer Science & Engineering

- **Institution** : Jagannath University.
- **Group** : Computer Science& Engineering.
- **Level of Education** : Masters.
- **CGPA** : Final Semester.
- **Passing Year** : Continuing.

2. B.sc in Computer Science & Engineering

- **Institution** : United international university.
- **Group** : Computer Science& Engineering.
- **Level of Education** : Bachelor.
- **CGPA** : 3.07
- **Passing Year** : 2014

3. Higher Secondary School Certificate

- **Institution** : Ideal College.
- **Group** : Science.
- **Board** : Dhaka.
- **Grade Point** : 3.80
- **Passing Year** : 2008

4. Secondary School Certificate

- **Institution** : Saint Nicholas High School.
- **Group** : Science.
- **Board** : Dhaka.
- **Grade Point** : 4.56
- **Passing Year** : 2006

❖ PERSONAL INFORMATION

•	**Name**	:	**Dhiraj Chandra Das.**
•	**Father's Name**	:	**Baikuntha Chandra Das.**
•	**Mother's Name**	:	**Krishna Rani Das.**
•	**Date of Birth**	:	**24th January 1990.**
•	**Marital status**	:	**Married.**
•	**Religion**	:	**Hindu.**
•	**Nationality**	:	**Bangladeshi.**
•	**Contact**	:	**01722257013, 01687249844.**
•	**Present Address**	:	**Sector#13, R#03, H#10, Uttara, Dhaka.**
•	**Permanent Address**	:	**Vill-Arabandakhola, P.O-Nagari, P.S-Kaligonj, Dist-Gazipur.**

❖ Personal qualities:

- o **Industrial, responsible, moral and respective to the chain of command.**
- o **Able to work and match any environment and with people of the environment.**
- o **Have excellent business communication skill.**

❖ REFERENCE

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❖ **CONFIDENCE**

I am energetic, young, dynamic, an excellent outgoing pleasant personality and strong inter-personal skill an ability to work at high pace on one's own imitative. In addition, I am the undersigned hereby declare that I will be responsible for any wrong information provided here.

Thanking you

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Mr. Dhiraj Chandra Das