# Md. Sazzad Sahoriar Bhuiyan

**(MTCNA, RHCSA)**



**Address:** Mirpur-1, Majar Road, **1st** Colony, Dhaka, Bangladesh.

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## Career Summary:

Looking for a challenging role in a reputable organization to utilize my technical, database, and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector.

## Work Experience's:

### Total Year of Experience: 6 years (Ongoing)

✓ **Support Engineer (IPTS-Technology Division)**

**Link3 Technologies Ltd.**

Police Plaza Concord, 13th Floor (Tower-1), Plot-02, Road- 144, Gulshan, Dhaka-1212

**Service Date: 01-01-2026** to **Ongoing**

**Responsibilities':**

- **Soft switch (Reve system / iTel Billing Solution**): Account Create, User Create, Credit Control, CDR, User Access etc.
- **Maintain ticketing software (MIS) for new installation, Termination, and CR (Change Request: Upgrade/ Downgrade the existing services).**
- **Complain monitoring in the MIS software and take necessary actions asap.**
- Provide **CDR report** to Clients as per the registered mail request.
- Provide **billing portal access to customers** as per the registered mail request.
- Customer support over **Phone** with **E-mails or in person**.
- Installation, configuration, and troubleshooting of **IP Phones (Soft Phones or Hard Phones)**.
- IPT Solution **Network Diagram Design**.
- Installation and Configuration of **Linux-based Dedicated VPS -virtual private servers and shared-hosted servers as per requirements.**

- **Monitoring and maintaining data center platforms (DC & DR) according to work parameters.**
- Track, diagnose, and troubleshoot any interruptions in the IP telephony network to restore the system in the shortest possible time.
- Customer database maintenance & Update.
- Attending client meetings with the marketing team, proposing solutions & **offering IP PBX (Dedicated VPS -virtual private server or Share Hosted) / Call Center solution (Dedicated VPS or Share Hosted)** or **FXO/FXS devices as per service requirements.**
- Properly and safely diagnose and resolve the common **hardware and software issues.**
- **ICXs-Calls flow** Monitoring.
- **VOIP** Related New Technology Implementation.
- **VICI DIAL Call Centre server** Setup & Troubleshooting.
- **Short Code and LTFS** routing, testing, and commercial live communication, coordination with Mobile Operator, BTCL, ICX, and other IPTSP operators.
- **Communication with the Marketing team, Network Team, Service Assurance Team, and Physical Support Team to always maintain better client support.**
- Operating System: **Windows** and **Linux.**
- Installing, Configuration & Maintenance Computers Hardware, Software & Others IT Appliances.

### ✓ Sr. Executive (IPTSP-Technology Division)

GETCO Group

GETCO Networks (HRC Technologies Ltd.)

Haque Tower, **11**th Floor, 28/D, Mohakhali C/A, Dhaka.

**Service Date: 01-05-2025** to **07-12-2025 (7 months 06 days)**

### ✓ Executive (IPTSP-Technology Division)

GETCO Group

GETCO Networks (HRC Technologies Ltd.)

Haque Tower, **11**th Floor, 28/D, Mohakhali C/A, Dhaka.

**Service Date: 01-01-2023** to **30-04-2025 (2 years, 3 months, 29 days)**

### ✓ Junior Executive (IPTSP-Technology Division)

GETCO Group

GETCO Networks (HRC Technologies Ltd.)

Haque Tower, **11**th Floor, 28/D, Mohakhali C/A, Dhaka.

**Service Date: 18-09-2022** to **31-12-2022 (3 months 13 days)**

**Responsibilities':**

- **Soft switch (Reve system / iTel Billing Solution**): Account Create, User Create, Credit Control, CDR, User Access, Bill Adjustments, Customer Invoice Generate etc.
- Provide **CDR report** to Clients, ICX operators as per request.
- Provide number based and reseller-based billing portal access to customers
- **CRM survey** release with communicating with **Sales team** and **customers**.
- Client handle and troubleshooting.
- Customer support over **Phone** with **E-mails o**r, **Physically**.
- Installation, Configuration and troubleshoot of **IP Phones (Soft Phone/ Hard Phone)** and **switch** several models.
- IPT Solution **Network Diagram Design**.
- Customized **Virtualization** Server.
- Install and Configuration of **Linux Based Server machine (Host machine), Asterisk based IP-PABX Server (Issable, Elastix), VMware Installation.**
- Track, diagnose, and troubleshoot any interruptions in the IP telephony network to restore the system in the shortest possible time.
- Management Panel Control **(Customers & Resellers).**
- Report preparation, customer database maintain.
- Attending client meetings and develop proposed solution & **offering IP PBX / Call Center solution** using **IP phones, FXO/FXS/ATA device.**
- Properly and safely diagnosed and resolve the common **hardware and software issues.**
- **ICX-Media Gateway (E1) & SBC** Server Monitoring
- **VOIP** Related New Technology Implementation
- **VICI DIAL Call Centre server** Setup & Troubleshooting
- **Short Code and LTFS** routing, testing and commercial live communication, coordination with Mobile Operator, BTCL, ICX and other IPTSP operators.
- Operating System: **Windows** and **Linux.**
- Installing, Configuration & Maintenance Computers Hardware, Software & Others IT Appliances.

- ✓ **Assistant Engineer (IT)**

  Alook Group Ltd.

  Alook Tower: 47/1 Shahid Tajuddin Ahmed Sharani,

  Mohakhali, Dhaka.

**Responsibilities':**

- Installing, Configuration & Maintenance Computers Hardware, Software, Switch, Routers & Others IT Appliances.

**Service Date:** 03-01-2020 to 31-07-2022 (**2 years 6 months 28 days)**

## Professional Training Course's:

- **MikroTik Certified IPv6 Engineer (MTCIPv6E)**
  **Vendor:** MikroTik
  **Institution: AIUB** Institute of Continuing Education (**AIUB ICE)**

  **Duration:** Workshop (9th June, 2023).

- **MikroTik Certified Network Associate (MTCNA)**
  **Vendor:** MikroTik
  **Institution: AIUB** Institute of Continuing Education (**AIUB ICE)**
  **(Batch-11)**

- **Red Hat Certified System Administrator (RHCSA)**
  **Vendor: Red Hat**
  **Institution: CSL-Training Center (Batch-21)**

## Educational Qualification's:

- **B.Sc. in Electrical & Electronic Engineering (EEE)**

  **American International University-Bangladesh (AIUB)**

  Passing Semester – **Spring 2017-2018**

  Graduation Year- **2020**

  Results- **2.91** out of **4.00** (American Standard, **94=4.00**)

- **H.S.C (Higher Secondary Certificate)**

  Cumilla Victoria Govt. College

  Passing Year- **2013**

  Group- **Science**

  Results- **4.50** out of **5.00**

- **S.S.C (Secondary School Certificate)**

  Cumilla Modern High School

  Passing Year- **2011**

  Group- **Science**

  Results- **5.00** out of **5.00**

## Academic Qualifications:

- **Project Title:** Smart Irrigation System with Solar and GSM Technology
  **Under Supervisor:** Mr. Raja Rashedul Hasan
  Associate Professor
  Faculty of Engineering

  **Institution:** American International University-Bangladesh (AIUB)
  **Duration:** 2 semesters (October'17 to April'18)

## Personal Qualities':

- Public relations & public speaking skill.
- Event management skill.
- Business & professional presentation skill.
- Confident, hardworking, open minded and easy to work in a team.
- Able to work under pressure and analyzing problem.
- Positive attitude.
- Excellent Communication skill to interact individuals at all levels.

## Personal Profile:

**Nationality:** Bangladeshi
Date of **Birth: 25/11/1996**
**Language Known:** Bangla, English & Hindi
**Hobbies:** Travelling & Listening Music

**NID Number: 3302377407**

## References:

- **Mr. Raja Rashedul Hasan**

  Associate Professor
  Faculty of Engineering
  American International University-Bangladesh (AIUB)
  Mobile Number: 01671-657311
  Email: hemal@aiub.edu

- **Engr. Md. Abdur Rouf**

  Former Superintendent Engineer
  Roads & Highways Department (RHD)
  Former Vice-President
  The Institution of Engineers, Bangladesh-IEB
  Mobile Number: 01713-006996

**I, hereby declare that all the information mentioned above is true.**



**Md. Sazzad Sahoriar Bhuiyan**