

# TANVIR RASHID CHOWDHURY



## Masters | Communication Systems and Networks

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Cologne, GERMANY tanvir-r-chowdhury

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## EXPERIENCE

### IT Support Engineer

#### Canopus IT Solutions UG

Nov 2020 - Ongoing Cologne, Germany

- Installation, De-installation, maintenance of servers and other network devices(Switch, router, printer, POS machine).
- Desktop support (Installing system software, re-imaging, troubleshooting)
- 1st and 2nd level IT support of users within the existing IT system.

### Assistant Engineer

#### ADN Telecom Limited

July 2019 - March 2020 Dhaka, Bangladesh

- Attending customer's complaints, queries and Raise fault TT basis on customer queries and maintain fault records in ERP.
- Network problem finding and troubleshooting in an early possible time through remote assistance or over phone.
- Coordinate with NOC, Fiber, Radio and IPTSP team on complained issue and follow up issues with internal team and customers.
- Coordinate with International Partner team (SINGTEL, OBS, TATA, SITA).

### Customer Support Engineer

#### Icon Infotech Limited

August 2018 - June 2019 Dhaka, Bangladesh

- Ensuring technical support to clients according to online ticketing system.
- Respond to customer's calls, emails and resolving the issues.
- Installation, configure, implementation and maintenance of networking devices.

### Junior Engineer-NOC

#### Star Link Engineering Limited

January 2018 - July 2018 Dhaka, Bangladesh

- Support in project- Nationwide 4.5G implementation Project, Support the Roll-out in new integration like integrating new 400+ devices and new service link of newly integrated IP-RAN according to LTE Plan.
- Network monitoring, traffic/event analysis through HUAWEI NMS software(U2000).

## EDUCATION

### M.Sc. in Communication System and Networks

#### Technical University of Cologne

March 2020 - Ongoing

### B.Sc. in Electronics and Telecommunication Engineering

#### Daffodil International University

January 2014 - December 2017

## PROFESSIONAL TRAINING

### CCNA

#### IBCX-PRIMAX Software Ltd.

Oct 2016 - Jan 2017 Dhaka

### RHCSA

#### LINUX Pathshala

Nov 2017- Jan 2018 Dhaka

## STRENGTHS

MS Office 2016	● ● ● ● ●
Windows 10	● ● ● ● ●
MS Azure AD	● ● ● ● ●
Packet Tracer	● ● ● ● ●
Huawei U-2000	● ● ● ● ●
Java	● ● ● ● ●
MySQL	● ● ● ● ●

## LANGUAGES

English	● ● ● ● ●
German	● ● ● ● ●
Bangla	● ● ● ● ●