

Khandakar Ashfaqur Rahman

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As a seasoned IT professional with 15+ years of experience, I excel in delivering secure and resilient systems on time and within budget. With a BS in Computer Science from University of the People (2018) and an MSc in Advanced Internetwork Engineering (CCIE) from Glasgow Caledonian University (2023), I possess a strong educational foundation.

Currently, I work as an L2 Network Engineer SME (Contract) at British Airways leveraging my excellent communication, multitasking, and team collaboration skills. My professional credentials include Fortinet NSE 4, JNCIA, MCSA, CEH, ITILv3F, and various training programs that I participated & completed include ECDL/ICDL, A+, CompTIA Network+, MCSE, RHCE, CCNA, CCNP, and CCIE.

I'm eager to explore new full-time opportunities that will foster skill development, technological innovation, and novel challenges.

Willing to relocate: Anywhere

Personal Details

Eligible to work in the UK: Yes

Highest Level of Education: Master's

Work Experience

L2 Network Engineer SME (Contract)

British Airways-London

September 2025 to Present

At present, I've been reviewing ongoing network changes and actively participating in migration works, troubleshooting, assessing existing design, and documenting sites and assets.

Skills: ACL, BGP, OSPF, MBGP, DMVPN, QoS, EVPN, NAT, MPLS, VRF, Meraki, VRRP/HSRP, BFD, RPM, Multicast (MSDP, SSM)

Products: Cisco (9200, 9300, 9606 series SW and ASR/ISR routers), Juniper (MX & EX), Forcepoint, Checkpoint, Meraki, Cisco ISE, Catalyst Center

Tools: Service Now, Spectrum, ThousandsEye, Jira, Confluence, NetBrain

Enterprise Network Operations Engineer - Level 2

Meta-London

March 2023 to August 2025

Hired by EOS - Assigned at Meta

As a CW Network Operations Engineer, I provided network support to Meta's CORPNET & ENE CORE DC realms: Data Centers & Out-of-Band (OOB) networks; ENE OFFICE realm: Offices and Managed Offices; ENE WLRA realm: POPs and Wireless Infrastructures; ENE MFG realm: Manufacturing Networks; ENE HTL realm: High-Threat Networks. Therefore, I directly supported/managed the operation of a wide variety of network elements (20,000+) in 900+ sites:

1. Routers: Juniper MX10003, Juniper QFX10002, Cisco ASR-1002HX, Cisco ASR9k, Cisco Nexus n9k, Cisco Nexus n3k, Cisco ISR 4461, Cisco ISR 4431, Cisco ISR 2901, Juniper SRX-1500
2. Switches : Arista-7050CX3, Juniper QFX10002, Cisco n9k c9364c-gx, Arista DCS-7280, Arista DCS-7504n, Cisco Cat 4948EF, Arista-7010T, Cisco Cat 9300, Cisco Cat 4510R, Cisco Cat 38xx
3. VPN servers : Cisco ASA Firepower4150
4. Firewalls : Juniper VSRX , Juniper- SRX-5400, Juniper SRX-5800
5. Console Servers : Cisco 2901, Nodegrid NSC-t48r-stnd-dac-sfp
6. Wireless Controllers : Cisco-cat-9800-40, Aruba-ctrl-7240
7. Bluecat Appliances : Datacenter Bluecat Gateway Servers, Datacenter Bluecat DHCP & DNS Servers

To maintain the operational integrity of our large networks and their components, my team and I worked with Alert Manager on an ONCALL basis. We effectively resolved a variety of network issues, including site/service outages (SEVs), configuration problems, offline components, switching (802.1q, 802.1x, VRRP, port channel) routing (OSPF, BGP) and connectivity challenges (DMVPN), circuit issues, and traffic and performance concerns. Another regular job that I did was bug identification and software upgrades. I collaborated day-to-day with different cross-functional teams, Smart Hands, Data Center technicians, Help Desks, Internet Service Providers, vendors, and other stakeholders. I worked closely with the ENR team (developing automation tools, i.e., Llama Continuous Delivery (LCD)).

Head of Operations

Smart Network Ltd-Juba

April 2016 to September 2021

As the Head of Operations at Smart Network Ltd, a nationwide internet service provider (ISP) in South Sudan, I spearheaded the launch and growth of the company's operations, driving strategic expansion and revenue growth. Key accomplishments:

1. Built and led a high-performing team of over a dozen engineers and technicians, fostering a culture of collaboration and innovation.
2. Designed and deployed the network infrastructure, ensuring reliable and efficient connectivity across the region.
3. Successfully liaised with South Sudanese government ministries to secure necessary business and technology licenses, facilitating smooth operations.
4. Oversaw financial expenditure and account maintenance, ensuring fiscal responsibility and transparency.
5. Collaborated with the pre-sales team to drive business growth, resulting in the rapid provisioning of dozens of organizations, including international NGOs, banks, petroleum companies, UN agencies, government organizations, and private corporate agencies.
6. Made strategic decisions to launch satellite internet services, expand service coverage, and adjust pricing, resulting in significant revenue growth.

Head of Networks

Space Multimedia Telecoms Ltd-Abuja, Federal Capital Territory, Nigeria

December 2014 to December 2015

I engaged with Space Multimedia Telecoms Ltd., a Nigerian internet service and IT solutions provider, for a year-long project to implement an ISP project and train personnel. Key accomplishments included:

1. Designed, configured, and implemented network infrastructure
2. Ensured network security and integrity
3. Trained technicians and engineers to enhance operational efficiency
4. Identified client requirements and delivered tailored services
5. Consistently met Service Level Agreements (SLA)
6. Prepared Requests for Proposal (RFP) and Bills of Materials (BoM)
7. Collaborated with stakeholders, including vendors, backbone service providers, and metro fiber teams, to drive project success.

IT Trainer/Coordinator

Public Health Services and Solutions-Abuja

June 2014 to December 2014

I worked with PHSS, a multinational NGO, in Nigeria, as part of the Core Group Polio Program (CGPP) aimed at eradicating polio in Kano and Borno states. During my six-month tenure, I undertook various responsibilities to support the program's objectives. Key accomplishments include:

1. Generating and compiling regular reports, including MOPUP and CATCHUP reports, to inform program decisions.
2. Coordinating with state coordinators, Local Government Facilitators (LGAF), and other stakeholders to ensure seamless program implementation.
3. Providing training on android-based applications, such as VCM Client, VWS Client, LGAF client, and SLT, to enhance data collection and management capabilities.
4. Utilizing the SLT application to track VCMs and VWSs during monthly Immunization Plus Days (IPD).
5. Conducting field visits with M&E officers to monitor program progress and identify areas for improvement.
6. Ensuring data accuracy by cross-checking VCM register books with databases and resolving discrepancies.
7. Collaborating with the GIS department to leverage geospatial data in program planning and implementation.
8. Participating in various meetings, including Emergency Operation Center (EOC), Expert Review Meeting (ERM), and state and LGA-level meetings, to stay informed and provide inputs.

Manager - Network Operation Center

ValuePlus Business Solutions Ltd-Abuja

August 2009 to June 2014

As a key member of the technical startup team at ValuePlus Business Solutions, a nationwide broadband ISP in Nigeria, I played a crucial role in designing and implementing the company's network backbone, POP, and infrastructure. Initially, we leveraged C-Band VSATs, and the SAT-3 submarine cable for internet connectivity, later expanding to a larger fiber network with diverse technologies.

During my tenure, I led a team that grew from 6 to 13 members, overseeing various technologies, including Motorola Canopy P2P and P2M BWA Solutions, C-Band and Ku Band VSATs, switching and routing protocols (e.g., BGP, OSPF, HSRP, RSTP, MPLS, RSVP, RSVP TE, MBGP, VPN, 802.1q, 802.1p), network protocols (DNS, DHCP, HTTPS/TLS, POP/IMAP, SMTP, NTP, SFTP, SNMP). I managed Linux-based DNS and Mail servers, Cisco & Mikrotik products and introduced web hosting services.

Following the network infrastructure implementation, I focused on continuous development and upgrade plans, team management, surveillance, and SLA compliance. I collaborated with various vendors, clients, and stakeholders, arranged training sessions, and generated reports.

System Administrator

Brac BDMail Network Limited-Dhaka, Bangladesh

June 2009 to August 2009

As a System Administrator at BracNet, a joint venture ISP providing nationwide internet services, I maintained the company's IT infrastructure, ensuring seamless network operations. I successfully maintained a robust Active Directory infrastructure and Exchange Server 2003, ensuring efficient user authentication and resource management. Additionally, I provided prompt Level 2 technical support, resolving complex issues effectively, and proactively monitored network performance, analyzing detailed logs to identify and address potential issues. I also generated regular network performance reports and contributed to strategic planning discussions.

NOC Engineer/Administrator

X-Net Ltd-Dhaka, Bangladesh

November 2007 to June 2009

I utilized my expertise to spearhead the nationwide BWA ISP Project, delivering internet connectivity via Motorola Canopy wireless devices (5.4GHz). I successfully monitored and maintained network operations

24x7 using NetSys, Cacti, MRTG, Nagios, and Webgrapher. I managed account-related issues with AXS Manager, ProvSys, and CRM, and administered DHCP servers, MySQL databases, and Linux Firewalls. I configured and optimized Motorola wireless networks through Prizm server, assigned bandwidth, IP, and AXSKey, and worked with various routing and switching protocols, including OSPF, BGP, RSTP, and VPN. I effectively managed Data Center operations, troubleshot network, system, and wireless issues, and ensured network security from malicious activities (spoofing, sniffing, spamming, DOS/DDOS).

Executive / Trainer

ProshikaNet-Dhaka

June 2007 to November 2007

As Executive Trainer, I successfully executed comprehensive training initiatives, driving seamless operations and exceptional learning experiences. I effectively communicated with Head Office, provided expert counseling, and developed high-quality training materials. Additionally, I conceptualized impactful advertising campaigns, managed branch budgets, and delivered expert-level Windows Server 2003 Administration training, significantly enhancing students' skills and knowledge.

System Support Engineer

ProshikaNet-Dhaka

August 2006 to June 2007

I began my career as a Level 1 Support Engineer, providing expert Dialup solutions to ensure seamless internet connectivity for customers. In this role, I successfully troubleshot and resolved Dialup-related issues, configured and optimized connections, and assisted customers with software installation and setup. My exceptional performance led to a promotion to Executive Trainer, where I leveraged my technical expertise to drive business growth and exceptional learning outcomes.

Internship Trainee

IsDB-BISEW IT Scholarship Programme-Dhaka

May 2005 to July 2006

It was a 1-Year Diploma in Internetworking Scholarship Project by Islamic Development Bank. I completed the following training courses:

CompTIA A+, European Computer Driving License (ECDL)/International Certificate of Digital Literacy (ICDL), CompTIA Network+, Microsoft Certified System Administrator (MCSA), Red Hat Certified Engineer (RHCE).

Education

Advanced Internetwork Engineering (Master of Science - MS)

Glasgow Caledonian University-Glasgow

September 2021 to January 2023

I learned CCIE R&S courses (RIP, EIGRP, OSPF, BGP, MPLS, DMVPN, IPv6, Multicast, LAN Switching, Network Infrastructure, Security & System Management).

Master's thesis: "A Comparative Analysis between K-NN and Logistic Regression on Weather Data"

Computer Science (Bachelor's degree)

University of the People-Pasadena, CA

November 2014 to July 2018

Award/Honor: summa cum laude

I learned Java, Python, HTML, SQL, PHP, Haskell, Prolog, Perl, Machine Learning (ML), Artificial Intelligence (AI), Information Retrieval, Statistical Analysis with R.

Computer Engineering (4-year Diploma in Engineering)

Dhaka Polytechnic Institute-Dhaka

September 2000 to October 2004

I learned C, C++, Operating Systems, Digital Electronics, Computer Architecture, Microprocessor & Microcontroller, Assembly Language Programming.

Skills

- IP Multicast
- RSVP
- IPsec
- ISIS TE
- ISIS
- MBGP
- VXLAN
- BGP
- 802.1x
- HSRP
- OSPF
- 802.1q
- RSTP
- Traffic Engineering
- QoS
- Load balancing
- MPLS
- MVPN
- GRE
- RSVP TE
- IP-in-IP
- EIGRP
- DMVPN
- IPv6
- Arista

Links

<https://www.linkedin.com/in/khandakar-ashfaur-rahman>

Certifications and Licenses

CCNP

JNCIA

CEH

ITIL Foundation

MCSA

Fortinet NSE 4

September 2025 to September 2027