

MAHAMUDUL HASAN

PROFESSIONAL SUMMARY

Senior Network Engineer with 17+ years of experience supporting large-scale, carrier-grade telecommunications networks in 24x7 operational environments. Strong expertise in network operations, incident management and lifecycle support across DWDM, MPLS-TP and carrier Ethernet technologies. Proven ability to lead major network incidents, perform root cause analysis and improve service reliability with a strong focus on customer impact. Experienced in working within complex, multi-domain environments and collaborating with cross-functional teams. Exposure to Layer 3 networking concepts and currently strengthening skills in routing and network automation to support modern scalable and cloud-based network environments

WORK HISTORY

Tata Communications – Network Engineer

Melbourne, Australia

07/2023 - Current

- Provided specialist engineering support for complex telecommunications systems across multi-domain network environments in a 24x7 operational setting
- Provided high-level engineering support for operational and escalated network issues across multi-domain network environments
- Maintained 98% SLA compliance and 95% KPI performance, ensuring continuity of service for critical network infrastructure
- Directed a team of six offshore engineers in fault monitoring and resolution, meeting weekly aggregated KPIs for network incidents
- Contributed to continuous improvement of operational procedures, enhancing network reliability and performance

nbn Australia - Core Network Engineer

Melbourne, Australia

04/2018 - 06/2023

- Developed and reviewed MOPs ensuring safety, compliance and successful integration of telecommunication infrastructure
- Supported lifecycle management of telecommunications systems including upgrades, augmentation, and replacement within a 24x7 safety-critical environment
- Managed DWDM, IP/MPLS (7750/7210), GPON, and DSLAM technologies within operational and regulatory frameworks

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SKILLS

- Telecommunication system design
- DWDM, MPLS-TP, Carrier Ethernet
- Layer 3 foundational routing concepts
- Network element integration, commissioning and augmentation
- Project and work package delivery
- System defect investigation & service restoration
- Security, compliance and safety
- Python (Basic)
- Network Automation Concepts

EDUCATION

04/2007

Khulna University of Engineering & Technology

Khulna, Bangladesh, Bangladesh

Bachelor of Science : Electrical & Electronic Engineering

CERTIFICATION

- nbn AI Literacy Fundamentals
- NVIDIA Certified Associate – AI Infrastructure and Operations

- Applied structured change management processes to maintain system integrity and minimize service disruption
- Collaborated with field teams and stakeholders to ensure safe execution of engineering activities aligned with compliance and operational standards
- Authored detailed troubleshooting procedures that streamlined fault resolution processes, enabling other engineers to reduce troubleshooting time by 50%

Ericsson - Senior Network Engineer

Dhaka, Bangladesh

01/2008 - 08/2017

- Designed and deployed end-to-end telecom transport networks incorporating DWDM, carrier ethernet, and microwave technologies to support high-capacity and scalable infrastructure solutions
- Managed technical deliverables across project lifecycle including scope, cost, risk and stakeholder engagement
- Produced legacy network migration strategies, service designs, and detailed-level network architecture within a telecom service provider environment to enable seamless transitions and service reliability
- Delivered high-impact presentations to senior stakeholders, clearly articulating architectural strategies, design trade-offs, and technical decisions to guide project direction and alignment with business objectives
- Applied safety-in-design principles during planning and execution of network upgrades

- AWS Certified AI Practitioner - Early Adopter
- Microsoft Certified - Azure AI Fundamentals
- AWS Certified Solutions Architect - Associate
- AWS Certified Developer Associate
- AWS Certified SysOps Administrator - Associate
- Cisco Certified Network Associate

KEY ENGINEERING PROJECTS

- Led end-to-end design and deployment of carrier ethernet network to support 4G/5G mobile backhaul that reduced network infrastructure cost of customer by 50%
- Led investigation, impact analysis, customer notifications, network augmentation and restoration of critical network incidents in a 24x7 network management center environment
- Led analysis and mitigation of priority one safety critical incidents in a 24x7 NOC environment ensuring safe, compliant and timely resolution of issues impacting critical infrastructure
- Passed nbn AI literacy fundamentals, Azure AI fundamentals and AWS AI practitioner early adopter beta exam showing passion for learning and applying AI at work