

Md. Babul Hosen

Telecommunications Engineer | Assistant Manager – Implementation & Operation
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PROFESSIONAL SUMMARY

Accomplished Telecommunications Engineer with 7+ years of hands-on expertise in ISP/Telco service delivery, large-scale fiber optic network implementation, underground infrastructure maintenance, and nationwide telecom project delivery across Bangladesh.

Currently serving as Assistant Manager – Implementation & Operation at Summit Communications Limited, one of Bangladesh's largest NTFN operators. Previously served as Engineer at Fiber@Home Limited with direct experience in nationwide Telco/ISP service rollout, last-mile delivery, and cross-functional project coordination. Strong operational background in network tools (OTDR, Power Meter, Splicing Machine), SLA/MTTR management, escalation handling, and team leadership across field and NOC operations.

CORE COMPETENCIES

Fiber Network Implementation • Underground Fiber Maintenance • DWDM & Transmission Networks • IP/MPLS Core Operations • Fault Management & RCA • Preventive Maintenance Planning • Data Centre Migration • Vendor & Stakeholder Coordination • SLA / MTTR Management • Team Supervision & Field Operations • Service Delivery & Project Integration • MIS Reporting & Billing Readiness

PROFESSIONAL EXPERIENCE

Assistant Manager – Implementation & Operation | Summit Communications Limited Feb 2023 – Present

- Managed end-to-end ISP and Telecom service delivery operations, ensuring SLA compliance, timely service activation, upgrades, modifications, and customer satisfaction across nationwide projects.
- Coordinated with cross-functional teams, vendors, and customers to ensure smooth project execution, timely service delivery, and operational efficiency.
- Deployed and managed field teams for site readiness -including access-layer installation, cabling, connectivity activation, and site access arrangement for Telco operators, Government, and customer premises.
- Managed project resources, risk mitigation, and execution activities to ensure on-time delivery and quality compliance.
- Managed operational escalations, reporting, service documentation, database accuracy, and billing readiness activities to support efficient business operations.
- Led cross-functional coordination among NOC, field teams, vendors, and clients to ensure timely restoration during critical outages, emergency maintenance windows, and service-impacting incidents.
- Improved fault response efficiency and reduced service downtime through proactive monitoring, escalation management, and strengthened coordination with internal and external stakeholders.
- Led 24/7 network operations, fault management, root cause analysis, and service restoration activities across the national fiber backbone while maintaining SLA and MTTR targets.
- Managed underground fiber infrastructure maintenance, route protection, HDD survey activities, and network expansion projects.
- Led backbone DWDM transport network capacity expansion projects, including physical implementation, fiber connectivity, patching, rack arrangement, and infrastructure readiness.
- Participated in Data Centre migration projects, ensuring network readiness, connectivity, and infrastructure deployment.
- Performed network configuration, service migration, ring modification, and upgrade activities on Cisco, Juniper, and Huawei platforms.
- Managed vendor coordination, field team quality assurance, GIS updates, network analysis, and preventive maintenance activities to improve network reliability and operational efficiency.

Engineer | Fiber@Home Limited*Jun 2021 – Jan 2023*

- Managed end-to-end ISP and Telecom service delivery projects, ensuring site readiness, connectivity activation, and SLA-compliant project execution.
- Coordinated with cross-functional teams, customers, and external stakeholders to ensure smooth project execution, site access readiness, and timely service delivery.
- Managed project escalations, resource allocation, and execution activities to ensure timely project completion and operational efficiency.
- Executed nationwide Telecom service rollout activities, including site surveys, installation coordination, connectivity activation, and project documentation.
- Supported network migration, upgrade, relocation, and stakeholder management activities to ensure seamless service continuity.

Engineer | Array Consortium Limited*Jan 2020 – Jun 2021*

- Supported IT operations, QA/QC processes, project estimation, and performance tracking for senior management.
- Generated quality assurance and process improvement reports; monitored control activities across project lifecycle.

Assistant Engineer | Starlink Engineering Limited*Jan 2018 – Jan 2020*

- Supervised BTS, microwave link, and power system installation and commissioning.
- Performed 3G/4G network optimization (VSWR, ASSIG, RSSI tuning) and PAT testing for client handover.
- Monitored network transmission and outage events; produced survey reports using Genex Probe.

TECHNICAL SKILLS

Networking	TCP/IP, LAN/MAN/WAN, VLAN, Subnetting, OSPF, BGP, EIGRP, RIP, MPLS, STP, RSTP, LACP, VRRP, QoS, GRE, IPsec VPN, NAT, DHCP, DNS
Optical & Transmission	DWDM, CWDM, GPON, SDH, PDH, Fiber Splicing, OTDR Testing, Power Meter, NTTN Ops, Dark Core Provisioning, OH/UG Deployment, POC/HH Maintenance
Devices & Platforms	Cisco, Juniper, Huawei, Mikrotik (Router & Switch), L2/L3 Switches, OLT, ONU, DSLAM, IP/MPLS Core, Aggregation & Edge Networking
Security & Firewall	Fortigate, Cisco ASA, Huawei USG — Firewall policies, zones, ACLs, DDoS fundamentals
NMS & Tools	Nagios, Zabbix, Cacti, Phoenix NMS, WMS, Looking Glass, Wireshark, SecureCRT, PuTTY, Winbox
Mapping & Reporting	GIS, AutoCAD, KMZ/KML Mapping, Network Diagrams, SLA Reporting, Fault Management, RCA Reports, Outage Reports, PAT Documentation, Preventive Maintenance Reports, Client Handover Documentation, SLA Performance Reporting.

KEY ACHIEVEMENTS

- Delivered 400+ ISP service links and 200+ Telco sites within SLA at Summit Communications — managing full-service lifecycle including 100+ sites upgradations, 300+ discontinuations, 50+ downgrades, and 30+ ring modifications.
- Maintained 100+ active coordination groups across internal and external stakeholders — ensuring timely service delivery, fault escalation, and project follow-up across nationwide operations.
- Resolved 350+ faults/month across 11,000+ total trouble tickets within MTTR consistently maintaining SLA compliance at Summit Communications.
- Supported all phases of backbone DWDM capacity expansion (100G to 1600G) physical patching, card insertion & infrastructure preparation in coordination with core logical team, alongside full Info-3 Data Centre migration support.
- Achieved zero backbone cuts from unmonitored third-party excavation activities through proactive route protection.
- Provided 100+ dark core links to clients and prepared 200+ km of core network for Telco & ISP delivery.
- Conducted preventive maintenance for 1,000+ links and 600+ sites annually- zero missed maintenance cycles.

EDUCATION

B.Sc in Electrical & Electronics Engineering

2014 – 2018

American International University – Bangladesh (AIUB) | [CGPA: 3.56 / 4.00](#)

Final Year Project: "Solar Powered Auto Irrigation System with Security Alarm" — Automated solar-powered irrigation controller with integrated intrusion detection, combining renewable energy management and embedded systems programming.

Higher Secondary Certificate (HSC)

2013

Varendra College, Rajshahi | [GPA: 5.00 / 5.00](#)

Secondary School Certificate (SSC)

2011

Chak-kirti High School & College, Chapainawabganj | [GPA: 4.81 / 5.00](#)

LANGUAGES

Bangla (Native) **English** (Fluent — professional written & verbal)

REFERENCES

Ikhtiar Uddin Ahmed

Manager

[Summit Communications Limited](#)

Contact details available on request