

Tarikul Islam Bhuyen

B.Sc. in Electrical and Electronic Engineering (DU – MEC)

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Career Summary

Dynamic Electrical and Electronic Engineering (EEE) professional with over 4 years of experience driving technical operations, enterprise IT, and revenue growth within the Telecommunications and digital sectors. Proven track record of scaling user bases by 59% and boosting overall revenue by 40-60% through strategic business development and network capacity engineering. Adept at leveraging process automation, remote troubleshooting, ERP/CRM management, and cross-functional leadership to slash operational costs by 85% while maintaining near-zero customer churn.

WORK EXPERIENCE

1. MATRIX BD TECHNOLOGIES (A DIVISIONAL INTERNET SERVICE PROVIDER)

Technical Operations Lead & NOC | July 2025 – March 2026

- Network Capacity & Traffic Engineering: Pioneered Mymensingh's first in-house gaming cache server and expanded localized cache limits (CDN, BDIX, YouTube) from 100 Mb/s to 1 Gb/s. This strategic traffic offloading supported a 59% user base expansion and enabled 5x faster packages' speeds, while restricting core IIG bandwidth increases to just 44%.
- Operational Process Automation: Spearheaded the transition from manual to automated field surveys by integrating GIS Mapping and Google Maps coordination, slashing operational costs by 85% and significantly accelerating service delivery times.
- Proactive Remote Support: Provided proactive Tier-1 remote support utilizing RDP to optimize user routers, decreasing average response times by over 60% and resolving 90% of minor network issues without requiring physical field escalations.
- Crisis Management & Retention: Orchestrated cross-functional incident response during a critical DDoS attack, coordinating directly with System Administrators and upstream IIG providers to mitigate downtime, resulting in swift service restoration and near-zero customer churn.
- Community-Driven Brand Loyalty: Managed the city's most accessed FTP server and established a highly active user community group of 150+ members for on-demand content, directly driving long-term brand loyalty and customer retention.

Business Development Manager | July 2024 – June 2025

- Lead Generation: Transformed underutilized social media channels into the primary lead generation engine, driving 70% of new customer acquisition.
- Revenue Growth: Leveraged market research to design strategic package upgrades and New Year campaigns, resulting in an overall revenue growth of 40-60%.
- Social Media Marketing: Designed and deployed 130+ targeted promotional campaigns from scratch, exponentially increasing organic page growth (1,000+ followers).
- Client Engagement: Ensured exceptional engagement through rapid customer response and collaborated on offline branding initiatives (calendars, billboards, hoodies) to build brand trust.

2. VENTECH DIGITAL

Remote Freelance Data Validator | August 2023 – June 2024

- Conducted rigorous data verification and website credential validation, ensuring high data integrity for digital assets.

3. MYMENSINGH ENGINEERING COLLEGE

Maintenance Engineer (Part-Time) | November 2021 – June 2023

- Lab Maintenance: Maintained computer lab infrastructure for the EEE department, performing hardware repairs and software installations for over 50 workstations.
- Network Deployment: Assisted in the physical deployment of departmental LAN, including switch installation and cabling during the 2023 campus network upgrade.

EDUCATIONAL QUALIFICATIONS

B.Sc. in Electrical and Electronic Engineering – 2021 | Mymensingh Engineering College (Affiliated with **University of Dhaka**)

HSC (Science) – 2016 | Major General Mahmudul Hasan Adarsha College

SSC (Science) – 2014 | Bindu Basini Govt. Boys' High School

SKILLS & EXPERTISE

- Telecommunications & IT Infrastructure: Remote IT Support & Troubleshooting (RDP), Network Optimization (MikroTik/Cisco), Router & Switch Configuration, Server Maintenance (FTP), Fiber Optics (FTTX), Hardware Diagnostics, Custom PC Building, EEE Fundamentals.
- Business Development & Enterprise Software: B2B Sales & Lead Generation, Customer Acquisition & Retention, ERP & CRM System Management, Market Research, Revenue Optimization, Reporting.
- Cloud & Process Automation: Workflow Digitization, Google Cloud Platform (GCP) Fundamentals, Geographic Information Systems (GIS) & KMZ Mapping, AI Automation Prototyping (LLMs, Machine Learning), AI Voice Agent Development.
- Marketing & Design: Social Media Marketing, Brand & Visual Design (Adobe Photoshop, Print Design), AI Image Generation, Community Building & Moderation, Project & Event Management.
- Tools & Technologies: Microsoft Office Suite (Excel, Word), Google Workspace, Putty, WinBox.
- Professional Competencies: Crisis Management & Incident Escalation, Cross-Functional Team Leadership, Technical Communication, Technical Problem Solving.

CERTIFICATIONS & TRAINING

- Aspire Leaders Program 2024 – Aspire Institute Inc. (Spin Off from Harvard University)
- CCNAv7: Enterprise Networking, Security, and Automation – Cisco Networking Academy
- CCNAv7: Switching, Routing, and Wireless Essentials – Cisco Networking Academy
- CCNAv7: Introduction to Networks – Cisco Networking Academy
- Google IT Support Professional Certificate – Coursera
- Cloud Engineering with Google Cloud Specialization – Coursera
- Basic to Advance Excel – Skillful Bangladesh

LEADERSHIP & CO-CURRICULAR

- **Campus Director**, Hult Prize at Mymensingh Engineering College.
- **Campus Director**, School of Engineers at Mymensingh Engineering College.
- **Awards: The Duke of York - iDEA Bronze and Silver Award Winner.**

References

Engr. S. M. Anowarul Haque

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