



RAKIBUL HASAN RIZVI

Systems Engineer / Cloud & DevOps Enthusiast

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SKILLS

Software & Tools: Linux, Proxmox, Docker, Asterisk, Zimbra, cPanel, Barracuda, Bash, MySQL, DNS, iptables, Prometheus, Grafana, AWS

PROJECTS

- **Caller ID Masking System (Asterisk + MySQL)**
- **Proxmox Backup Server**
- **Containerized monitoring system using Docker, Prometheus and Grafana**

PROFESSIONAL SUMMARY

Systems Engineer with hands-on experience in VoIP, Linux server administration, networking, virtualization, and email systems. Strong expertise in Asterisk, SIP troubleshooting, Proxmox, and automation using Bash scripting. Currently focusing on Cloud and DevOps.

PROFESSIONAL EXPERIENCE

Systems Engineer – Agni Systems PLC

Sep 2024 – Present

- Deploy, manage and troubleshoot VoIP and Email servers
- Configure and maintain DNS records
- Troubleshoot SIP, RTP and call routing issues
- Design dialplans and automation scripts
- Manage and troubleshoot MX and SMTP servers
- Diagnose and resolve server connectivity issues
- Perform server migrations with minimal downtime
- Configure and manage iptables and Fail2Ban
- Manage and troubleshoot Barracuda email security filters
- Handle backup and restore operations
- Manage and troubleshoot Proxmox virtualization infrastructure

Network Engineer – Agni Systems PLC

Aug 2023 – Aug 2024

- Troubleshoot network issues and supported NOC operations
- Performed on-site and remote network troubleshooting
- Delivered on-call support via phone
- Escalated unresolved issues through ticketing system
- Monitored networks via NOC tools

EDUCATION

BSc in CSE – American International University-Bangladesh

Graduated: 2021

CGPA 3.40 out of 4.00