



Akikul Islam

Support Team Lead at Featurespace

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Portfolio

An enthusiastic and technically minded individual; possessing a strong motivational drive to succeed in the industry. Highly developed skills in problem identification and can implement effective solutions. Quick to familiarise himself with the latest technologies and industry developments while demonstrating a logical and analytical approach to solving complex problem and issues.

With a background in Artificial Intelligence, keen interest in analysing and understanding data. Also keep familiarised in breaking discoveries in Machine learning, automation and data processing with neural nets; most recently Google Go.

Acquired excellent interpersonal and communication skills built through working in customer oriented, business focused and busy environments. Friendly, mature and flexible person who is always looking for a challenge to adapt and develop my abilities.

Work History

Featurespace

2017-07 - Present

Support Team Lead

Working part of a small team to provide Legendary Support to the transactional fraud sector. Responsible for leading a team and working with customers to resolve issues and find the root cause. Be able to replicate issues and work with Engineering and Implementation Teams to resolve bugs or configure fix. Continually working with Technical Documentation team to provide training to customers when on site. Training new staff on supporting product and interacting with customers.

Continued improvement to inter-departmental processes and have completed and put in place Operational Acceptance and Transition to BAU. Currently working on building out the Support Team based in APAC and AMER. Keen interest in automating task and reporting for customer with scripts running in production to provide solutions to features missing in the product.

Technologies used: REST, JSON, Bash, Kafka, Elasticsearch, Zookeeper and MongoDB

Nikon Optical UK Ltd

2011-03 - 2017-07

Systems Administrator

Responsible for network and server infrastructure. Including virtual and physical environment of both Linux and Windows using management tools and automating scripts Implemented and maintain backups of all machines/servers. Sole administrator for Cisco Network and RHEL Servers.

Manager testing and deployment of bespoke software to critical RHEL environment. Complete testing with end users feedback to the DEV team

Manage and create automated alerts and scripts for integrating between multiple platforms. Linking data from RHEL servers and both Windows services and CNC Machines using bash or python.

Speak to customers about website ordering issues. Making sure that the customer is happy with the fix or that we are working on issues. Gather information from the customer and even help fix the issue over the phone and with remote control tools like Teamviewer.

Administrator users in Windows, RHEL and Google Apps for business. Also administrator DNS in AWS Route53 and S3.

Completed Projects:

Integrating with Datadog and creating agent check.d: Using Datadog to monitor applications and logs. Have created customer checks.d scripts (python) to monitor printer queues essential to production process.

DB checking on RHEL based LMS: Scripted, with bash the maintenance of a Informix DB so the all process that could be locking the DB where shutdown and then reboot once completed. All automated with crontab.

Integrate new Lab Management System(LMS): Built and maintain RedHat environment for new LMS. Established communication between all machinery and the LMS and coordinate with developers to make changes for correct machine behaviour.

Upgrade VM infrastructure: Coordinated the planning and implementation with the colleagues based abroad. Configured new HP SANs and hosts then migrated VMs. Managed a small team with predefined instructions to get all the work done in one weekend.

Upgrade Network infrastructure: Led the project from birth. Spec' ed up replacement equipment, VLans and lay out of comms room. Planned step by step upgrade with testing steps. Coordinated with teams from around the world to upgrade MPLS network connecting all subsidiaries. Then managed a team of eight, coordinating them with separate redefined instructions to clearly complete their goals.

Create backup plan for Virtual and physically systems: Tasked with creating and proving backs for all systems and machine under care of IT. Used Veeam for VM environment, Symantec Backup Exec for physical servers and tapes; used Acronis to take backups of machine controllers. All of which have long term storage plans off site

University of Bedfordshire**2010-10 - 2011-03****Computing Officer**

Support VIPs, Tutors and Office staff with all PC or device issues. Create new users in AD, Exchange and Novell. Repair PC, laptops, printer and scanners.

Nikon Optical UK LTD**2010-02 - 2010-08****Temp It Systems Engineer**

Support Lab and Office staff with Microsoft Office products. Create new users in AD, Exchange and other bespoke software. Repair and deploy PC, printers, Machine controllers and servers. Manage stock room and toners. Responsible for providing support for all Nikon customers

Projects: Ticket management: Installed and configured ReadyDesk with connection to the AD for auto login

Muncheese**2009-07 - 2010-02****Store Systems Designer/installer**

Project: To create an infrastructure to manage orders, costs and earnings. The application was designed to customer specification and design to manage customer details, orders, stock levels, cost management and staff records. Created a bespoke till and make-line application with Java TUI running on Linux server and terminals. Building the first store infrastructure including networking and mounting monitors. Created manual and training materials including train current staff and management

Home Retail Group PLC**2007-08 - 2009-07****Front Office Support Analyst**

Application support for customer facing application within Home Retail Group. Create status report for critical systems. Responded to alerts from MQ or Foglight which monitored both UNIX and Windows environments. Create automatic daily reports for the business with shell scripts and small java apps connecting to real-time databases. Managed issues, work requests and changes through BMC Remedy.

Secondment: On AIX database (DB2) managed issues with pricing and promos. Find and debug basket promos.

Education

2016

Red Hat System Administration III (RH254)

2015

RHCSA Rapid Track Course (RH199)

Red Hat Certified System Administrator

2014

VMWare vSphere: Fast Track 5.1

2011

HP P4000 Administration and Configuration

2007

ITIL v3 Foundations Certified

Westminster University**2003 - 2006****Artificial Intelligence B.Sc (HONS)**