MRIDHA RASHEDUL ISLAM

Head of Operations | OTT & Telco Service Management | VTS Service Operation | IT Project Management

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PROFESSIONAL SUMMARY

Results-driven Head of Operations and PMP-certified IT professional with 15+ years of progressive experience spanning OTT platform management, streaming infrastructure, network engineering, and enterprise IT operations. Currently leading technology operations at Nexdecade Technology, a premier Bangladesh OTT & broadcast infrastructure integrator, delivering mission-critical platforms for Toffee, BINGE, TSports, BIOSCOPE, and government clients including Bangladesh Television (BTV).

Deep technical command of HLS/DASH streaming, on-premises and private CDN architecture, ABR transcoding, DRM (Widevine/FairPlay/PlayReady), and Google Cloud Platform (GCP) services. Proven ability to design and deploy large-scale live streaming infrastructure for marquee events such as the FIFA World Cup, and to translate complex technical capabilities into compelling sales narratives for OTT and software platforms. Hands-on practitioner of AI-augmented software development using Claude AI, dramatically accelerating documentation, automation, and product delivery cycles.

CORE COMPETENCIES

- OTT Platform Architecture & Operations
- HLS/DASH Streaming & Private/On-Prem CDN
- Live Event Streaming (FIFA WC, Sports, News)
- Google Cloud Platform (GCP) Services
- ABR Encoding, DRM & Content Protection
- AI-Augmented Software Development (Claude AI)
- Multi-Vendor CDN Integration & Failover
- Network Infrastructure (Juniper, Cisco)
- Vehicle Tracking System (VTS) Operations
- P&L & Revenue Management (13M+ BDT/month)
- IT Project Management (PMP, PRINCE2)
- Agile / Scrum Delivery Methodology
- OTT & Software Pre-Sales & Solutioning
- ISO 27001 & ISO 9001 Operations Management
- Vendor & SLA Management
- Cross-Platform Product Roadmap Delivery
- Data Center & Cloud Infrastructure (CDCP)
- Government & Enterprise Client Engagement
- Tender Proposal Writing & Project Architecture
- Customer Support Operations (L1) & Billing

PROFESSIONAL EXPERIENCE

Head of Operations

Jan 2021 – Present

Nexdecade Technology (Pvt.) Ltd., Dhaka, Bangladesh

Nexdecade is a leading Bangladesh IT solutions company specializing in OTT infrastructure, broadcast technology, and enterprise software, serving clients including Toffee, BINGE and TSports, with ISO 27001 and ISO 9001 certifications.

OTT Platform & Streaming Infrastructure

- Architected and operated private/on-premises CDN infrastructure delivering HLS and DASH streams for multiple OTT clients, achieving sub-second latency improvements and significant bandwidth cost reductions versus public CDN solutions.
- Led end-to-end live streaming operations for high-profile sports events including FIFA World Cup coverage on client OTT platforms, managing multi-source ingest, ABR encoding pipelines, CDN origin failover, and real-time monitoring for concurrent user spikes.
- Designed and governed DC/DR streaming platform architecture using Juniper MX204 VRRP routers, QFX5120 Virtual Chassis switching, and redundant encoding/packaging stacks, ensuring 99.9%+ availability during live broadcasts.
- Delivered multi-vendor CDN integration strategy (on-prem + cloud hybrid) optimizing VOD and linear live content delivery through intelligent traffic routing and failover protocols, cutting average latency and improving QoS globally.
- Managed OTT platform deployments across Android Mobile, iOS Mobile, Android TV (ATV), Tizen Smart TV, and Web, maintaining top App Store/Play Store rankings and achieving 45% web traffic growth within launch quarter.
- Drove a 100k+ ATV user base growth over six months through strategic OEM and platform partnerships, increasing platform reach across Smart TV ecosystems.
- Spearheaded the BTV OTT technical specification and government procurement documentation for four live BTV channels (btvlive.gov.bd), covering SDI/NDI/SRT ingest, Widevine/FairPlay/PlayReady DRM, SSAI, and Android TV compliance.

Google Cloud Platform (GCP) & Cloud Infrastructure

- Leveraged GCP services, including Cloud Storage, Cloud CDN, Compute Engine, Cloud Load Balancing, and Pub/Sub, to design and implement hybrid on-prem/cloud OTT ingest and delivery architectures for broadcast clients.
- Evaluated and recommended GCP solutions for scalable VOD transcoding and live stream origin redundancy, contributing to cloud cost modelling and capacity planning for government and private media projects.
- Maintained working knowledge of GCP IAM, VPC networking, and Cloud Monitoring as operational tools in multi-environment OTT deployments.

AI-Augmented Software Development & Operations

- Pioneered the use of Claude AI across the operations and delivery lifecycle, automating technical documentation (HLD/LLD, network topology, BoQs, tender appendices), generating formal government-style Bengali correspondence, and accelerating software product specifications.
- Leveraged Claude AI to produce complex, production-ready Node.js and Python scripts for document generation (docx, xlsx, PDF), data reconciliation, and system automation, reducing manual documentation effort by an estimated 60%.
- Established AI-assisted development workflows as a standard practice within the team, improving throughput for client deliverables including ERP modules (BTV Artiste Management System, Gate Pass System, FTP CMS) and platform documentation.

Pre-Sales, Client Engagement & Business Development

- Conducted OTT platform and software sales presentations to enterprise and government clients, translating complex technical architectures into business value propositions, supporting Nexdecade's commercial pipeline for broadcast and streaming infrastructure.
- Authored and delivered technical proposals, solution architectures, and RFP responses for OTT, CDN, and broadcast infrastructure tenders, including multi-million-taka government procurement documents.
- Cultivated long-term relationships with clients including Toffee/BLDC, BINGE/Robi Axiata, TSports/Millennium Sports, and BIOSCOPE, managing SLAs and post-delivery support operations.

- Produced ISO 27001 and ISO 9001-aligned operational frameworks and User Acceptance Certificates (UACs) for OTT platform purchase orders, ensuring contractual compliance and client satisfaction.

Governance, Compliance & Operations Management

- Oversaw operations under ISO 27001 (Information Security) and ISO 9001 (Quality Management) certification frameworks at Nexdecade, coordinating audit readiness, policy documentation, and security controls.
- Led the BTV ERP project, a government software initiative comprising three web-based modules (AMS, Gate Pass, FTP CMS), managing committee demonstrations, stakeholder correspondence in Bengali, and production VM specification and infrastructure provisioning.
- Managed sprint planning, crash reporting, and cross-platform KPI tracking, maintaining 98% quarterly product roadmap delivery across all active OTT platform accounts.
- Provided structured financial and performance reporting to senior management, maintaining project expenditure within budget across all concurrent engagements.

Vehicle Tracking System (VTS), Full Operations Management

- Managed end-to-end operations of a Vehicle Tracking System (VTS) business unit handling a monthly revenue portfolio exceeding BDT 13,000,000. Overseeing the full operational lifecycle from customer acquisition through to billing, renewal, and retention.
- Supervised monthly billing cycles for the VTS subscriber base, ensuring accurate invoice, payment reconciliation, and timely collections aligned with contractual SLAs.
- Operated and managed the customer support layer (L1) for VTS clients, triggering inbound technical and service issues, coordinating escalation paths, and maintaining customer satisfaction benchmarks.
- Oversaw new device installation programs, coordinating field technicians, scheduling site visits, and ensuring GPS/VTS hardware (including GT06, G02/H protocol devices) was correctly commissioned and integrated into the tracking platform.
- Led troubleshooting operations for VTS device faults including GPS signal loss, binary protocol parsing errors, and cellular connectivity issues, developing diagnostic runbooks and training support staff on CRX3 protocol sensor configuration (ACC ON/OFF bit masking from Terminal Information byte).
- Maintained the VTS platform operational database, tracking device health, subscription status, and SLA compliance metrics for the managed fleet across all client accounts.

Tender Proposals, Project Architecture & Presentations

- Authored comprehensive project proposal documents for government and private sector tender submissions, encompassing technical solution narratives, scope of work, implementation methodology, risk matrices, and commercial pricing structures.
- Designed end-to-end project architectures for tendering purposes, translating business requirements into network topology diagrams, HLD/LLD documentation, BoQ specifications, and system architecture blueprints aligned with client infrastructure environments.
- Prepared and delivered professional project presentations for tender evaluation panels and executive stakeholders, distilling complex technical architectures into clear, persuasive narratives demonstrating solution fitness and commercial value.
- Managed the complete project lifecycle from proposal to delivery, establishing governance frameworks, milestone schedules, resource plans, and stakeholder reporting cadences that ensured on-time, on-budget execution across concurrent multi-client engagements.
- Produced structured stakeholder reports, including progress dashboards, risk registers, financial summaries, and executive briefings, maintaining transparent communication with C-level sponsors, government committees, and client program boards throughout project delivery.

Civil Works & ICT Infrastructure Manager

Jan 2021 – May 2021

Searchlite Communications Limited, Dhaka, Bangladesh

- Planned and managed ICT infrastructure for site migration projects across Bangladesh, coordinating civil and power-sharing arrangements between multiple Operators and Tower Companies.
- Led post-project evaluations, knowledge transfer sessions, and troubleshooting across ICT infrastructure, systems, and services.
- Managed vendor, contractor, and SLA relationships; implemented cost-efficiency initiatives reducing project expenditure across rollout campaigns.
- Drove rollout of new and relocated sites through close coordination with internal stakeholders, planning teams, and field engineers.

MIS Administrator
Oct 2017 – Jul 2020

CARE Bangladesh, Dhaka, Bangladesh

- Managed cloud network infrastructure planning, setup, and continuous monitoring to support seamless enterprise application performance for CARE's Bangladesh operations.
- Led development and deployment of an Android-based Point of Sale (POS) application for rural agro shops, conducting stakeholder training programs to drive adoption across field locations.
- Supported AI/ML algorithm integration into a CRM platform, enhancing predictive analytics and customer relationship decision-making capabilities.
- Directed outsourced data support teams; conducted penetration testing and compliance checks on new software; authored comprehensive technical documentation for cross-team knowledge transfer.
- Managed quarterly budget reports and supply chain forecasting improvements through data analytics.

Network Infrastructure Specialist Engineer
Aug 2014 – Sep 2017

Banglalink Digital Communications Limited, Dhaka, Bangladesh

- Spearheaded planning, coordination, and execution of ICT network projects, delivering 2G/3G rollout, migration, and commissioning initiatives in collaboration with multi-vendor partners (NEC, Ericsson, NSN, Siemens, Huawei).
- Directed installation and commissioning of BTS, BSC, NodeB, RNC, and microwave transmission equipment, ensuring QoS compliance and regulatory standards.
- Supervised 2G/3G split cell deployments for event-driven demand surges, minimizing downtime through coordinated logistics, equipment procurement, and site access management.
- Developed and enforced risk management plans across multiple concurrent projects; engaged in vendor negotiations to drive network expansion and QoS improvements.
- Managed site acceptance and handover procedures, maintaining compliance with contractual obligations during vendor-to-operator transitions.

Network Engineer (Early Career)
2012 – 2014

Ring Tech, Dhaka, Bangladesh

- Supported network planning, installation, and commissioning activities; developed foundational skills in ICT infrastructure, vendor management, and field engineering that underpinned subsequent career progression.

KEY PROJECTS & ACHIEVEMENTS

- **FIFA World Cup Live Streaming: Managed on-prem CDN and live streaming operations for FIFA WC coverage across client OTT platforms, handling multi-source ingest, ABR encoding, and real-time capacity management for simultaneous high-concurrency viewership.**
- **BTV OTT Platform (btvlive.gov.bd): Led full technical specification and government procurement documentation for Bangladesh Television's hybrid on-prem/cloud OTT platform covering four broadcast channels, SDI/NDI/SRT ingest, DRM, SSAI, and Android TV.**

- **BTV ERP System: Directed delivery of three government web-based modules, Artiste Management System (AMS), Gate Pass Issuing System, and FTP Content Management System, including stakeholder demonstrations and production infrastructure provisioning.**
- **Toffee/Banglalink Data Center DC/DR Streaming Platform: Authored HLD, LLD, and network topology documentation for a redundant live streaming DC/DR platform using Juniper MX204 VRRP routers and QFX5120 Virtual Chassis; coordinated SSL certificate management and incident response.**
- **Private CDN Deployment for OTT Clients: Designed and governed private/on-premises CDN infrastructure serving multiple OTT clients (Toffee, BINGE, TSports, BIOSCOPE), replacing public CDN dependency and achieving measurable latency and cost improvements.**
- **VTS Operations Business Unit (BDT 13M+/month): Managed full-cycle operations of a Vehicle Tracking System business unit — encompassing billing, L1 customer support, device installation, GPS/protocol troubleshooting, and subscriber base management for a revenue portfolio exceeding BDT 13 million monthly.**
- **ISO 27001 & ISO 9001 Certification Operations: Contributed to achieving and maintaining dual ISO certifications at Nexdecade, aligning operational workflows with international information security and quality management standards.**

TECHNICAL SKILLS

- Streaming: HLS, DASH, MPEG-TS, SRT, NDI, SDI
- CDN: Private/On-Prem CDN, Multi-Vendor CDN, Origin Failover
- Cloud: Google Cloud Platform (GCP), Hybrid Cloud Architecture
- DRM: Widevine, FairPlay, PlayReady
- Encoding: ABR Transcoding, Live & VOD Packaging
- Network: Juniper MX204, QFX5120, Cisco Catalyst/Nexus
- Protocols: VRRP, BGP, OSPF, VPC, VLAN, GT06/G02 GPS
- VTS: GPS Tracker Operations, Fleet Mgmt., CRX3/GT06 Protocol
- AI Tools: Claude AI (software dev, documentation, automation)
- Platforms: Android Mobile/TV, iOS, Tizen, Web OTT
- PM Tools: Jira, Confluence, Google Workspace, MS Project
- Security: ISO 27001, Penetration Testing, Compliance Auditing
- Data Center: CDCP-certified DC operations, power & cooling
- Telecom: 2G/3G BTS/BSC/NodeB/RNC, Microwave Transmission
- Documentation: HLD, LLD, BoQ, PRD, RFP, Tender Proposals
- Revenue Mgmt.: Billing, SLA, P&L (BDT 13M+/month)
- Languages: Bengali (Native), English (Professional Proficiency)

CERTIFICATIONS

- **PMP® | Project Management Professional |** PMI | ID: 3902807
- **PRINCE2® Foundation** | AXELOS | Credential ID GR633041620MI
- **ITIL® Foundation** | IT Infrastructure Library | Credential ID GR750233095MI
- **CDCP | Certified Data Center Professional**| EPI | Credential ID 6022848.20670762
- **CCNA | Cisco Certified Network Associate** | Cisco | Credential ID CSCO13191872
- **Google Cloud Essentials** | Google Cloud

EDUCATION

B.Sc. in Electrical & Electronics Engineering (EEE)
American International University-Bangladesh (AIUB) | 2011 | GPA: 3.68 / 4.00

Higher Secondary Certificate (H.S.C.)
B.A.F. Shaheen College, Tejgoan, Dhaka | 2006 | GPA: 4.20 / 5.00

Secondary School Certificate (S.S.C.)
B.A.F. Shaheen College, Tejgoan, Dhaka | 2004 | GPA: 4.81 / 5.00

References available upon request · linkedin.com/in/irashed62