

Md. Asifur Rahman

Chief Operations Officer (COO)

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EXECUTIVE SUMMARY

Operations leader with 19+ years managing high-availability telecom and fintech infrastructure at a national scale. Currently serve as Chief Operations Officer for Bangladesh's BTRC-mandated A2P SMS Central Platform, overseeing 350M+ messages monthly at 99.9%+ uptime. Combine deep technical expertise in platform reliability engineering with strategic leadership in building high-performing teams and managing complex multi-stakeholder operations. Proven record in MTTR reduction, automation, revenue protection (\$450K+ annual leakage prevented), and cross-functional coordination with regulators, operators, ISPs, banks, and enterprise partners across telecom and fintech ecosystems.

CORE COMPETENCIES

Operations Leadership & Platform Reliability: 24/7 operations management, service reliability and uptime governance, incident/problem/change management, SLA governance and enforcement, high-availability infrastructure oversight, platform health monitoring and observability, capacity planning and performance optimization, operational risk and continuity planning, disaster recovery readiness, cross-functional team leadership, vendor and partner management

Regulatory Compliance & Multi-Operator Coordination: BTRC mandate implementation and reporting, telecom and fintech regulatory compliance, audit readiness and control mechanisms, security controls and compliance dashboards, regulatory stakeholder management, multi-operator coordination (MNOs, IPTSPs, ISPs), nationwide deployment coordination, change management across operators, vendor and aggregator ecosystem management

Technical Foundation & Revenue Assurance: Telecom messaging protocols (A2P, interconnect, SMPP), monitoring and observability tools (Nagios, Grafana, ELK Stack), automation and scripting (Python), ETL/BI development, database administration and optimization, reconciliation frameworks, traffic validation and fraud detection, billing accuracy controls, cost assurance mechanisms, automated control implementation

PROFESSIONAL EXPERIENCE

Chief Operations Officer (COO) - Platform Operations & Service Delivery

Infozillion Teletech BD Ltd | April 2026 – Present

Bangladesh's BTRC-mandated A2P SMS Central Platform processing 350M+ messages monthly across all major operators.

- Lead national service assurance and operational governance for BTRC-mandated A2P SMS Central Platform, handling 350M+ monthly messages.

- Maintain 99.9%+ uptime across MNOs, IPTSPs, ISPs, and 130+ aggregators through proactive incident management and SLA enforcement.
- Oversee 24/7 operations, incident response, SLA governance, and high-impact escalations, ensuring platform stability.
- Drive monitoring, observability, and automation initiatives, improving MTTR and platform resilience
- Ensure regulatory compliance, audit readiness, and security controls meeting BTRC mandates.
- Coordinate nationwide deployments, changes, and migrations across operators and vendors.
- Manage cross-functional relationships with regulators, operators, ISPs, banks, and enterprise partners.
- Lead service assurance organization, partner relationships, and cross-stakeholder operational alignment

Chief Service Assurance Officer (CSAO) - Platform Operation & Service Delivery

Infozillion Teletech BD Ltd | May 2025 – March 2026

Continued national service assurance leadership during organizational restructuring preceding COO promotion.

- Led national service reliability and operational governance maintaining 99.9%+ uptime across MNOs, IPTSPs, ISPs, and 130+ aggregators
- Oversaw 24/7 operations, incident response, high-impact escalations, and regulatory compliance
- Drove monitoring, observability, and automation initiatives improving platform resilience

Head of Service Assurance

Infozillion Teletech BD Ltd | May 2023 – May 2025

- Built SOPs, runbooks, operational playbooks, and KPIs for national platform launch readiness
- Developed onboarding, routing, and escalation pathways with 130+ operators and aggregators
- Implemented 24/7 monitoring, alerting, and incident workflows for platform operations
- Established compliance dashboards, audit trails, and control mechanisms meeting BTRC requirements
- Supported cutovers, upgrades, and early-stage stabilization across a multi-operator environment
- Coordinated with regulators and operators on mandate implementation and operational alignment

Assistant General Manager & Head of Service Assurance

SSL Wireless (Software Shop Ltd) | August 2014 – November 2021

Bangladesh's largest messaging and fintech aggregator processing 150M+ monthly SMS across banking, telecom, and enterprise sectors.

- Managed 60+ staff across assurance, operations, and technical support teams
- Directed 24/7 service assurance operations for 150M+ SMS/month, payment gateway, utility, and top-up flows
- Implemented 40+ automated controls preventing \$450K+ annual revenue leakage
- Coordinated operations with 45+ banks, 8 mobile operators, and fintech partners
- Achieved 98.5%+ monthly SLA compliance through proactive monitoring and escalation management
- Strengthened operational resilience and reduced manual dependency through automation
- Led incident response, problem management, and change control across fintech and messaging platforms

Senior Executive / Executive, Revenue Assurance

Banglalink (VimpelCom) | March 2011 – July 2014

Bangladesh's third-largest mobile operator serving 35M+ subscribers (VimpelCom subsidiary).

- Protected \$3.8M+ annually through reconciliation and cost-assurance frameworks
- Built 10+ ETL/BI tools, improving audit accuracy and reducing manual workload by 60%
- Served as a UAT specialist for Ericsson IN migration, ensuring billing accuracy
- Implemented automated reconciliation controls across multiple revenue streams
- Coordinated with finance, operations, and technical teams on revenue assurance initiatives

Executive Software Developer

IPDC Finance | January 2010 – March 2011

- Developed HR Management System (PHP, MSSQL, LDAP, AJAX) and CIB pilot project for Bangladesh Bank featuring ETL pipeline (VB6)
- Built Investment Banking Software Reporting Modules and IT service ticketing system
- Collaborated with operations and finance teams on requirements analysis and regulatory compliance

Senior Programmer

SGCSOFT (Software Global Consultancy) | April 2009 – January 2010

- Developed social media applications, SMS campaign management platforms, and car auction sites with real-time bidding
- Built Firefox browser add-on and completed 5+ major projects featuring web technologies
- Implemented robust SDLC practices ensuring quality and reliability

Revenue Operations Officer

Banglalink (Orascom Telecom) | August 2007 – August 2008

- Developed PHP/MySQL dashboard with 40+ revenue insights and Oracle/PLSQL automation saving millions in commission reconciliation
- Managed international roaming reconciliation and dispute resolution
- Implemented cost assurance controls for dealer/retailer commission covering hundreds of criteria (usage, loyalty, ARPU, top-up)

Software Developer

Pro-Staffers LLC | May 2006 – June 2007

- Developed Sales Force Automation (Pro-SFA) and Business Process Automation (Pro-BPA) systems for enterprise clients
- Built user interfaces and backend functionality participating in full SDLC from requirements to deployment
- Collaborated with senior developers on system architecture and database design

CAREER TRANSITION

2021 – 2023

After leaving SSL Wireless, pursued freelance software development and consulting projects while seeking leadership roles aligned with expertise in operational governance.

- Developed Amazon Connect call center dashboards and reporting systems (Node.js, Express) for Australian contact center operations
- Built Twilio API integration (Node.js) and Asterisk auto-dialer system (Flask) for Australian telecommunications automation
- Created patient management system (Django, MySQL) for private medical practice and data analytics dashboard for Dhaka Stock Exchange
- Delivered web development projects including CMS migration (Grav) and static site development for US clients

EDUCATION

B.Sc. in Computer Science & Engineering

The People's University of Bangladesh | 2009

Note: Recognized as H+ in Germany's Anabin database (equivalent to 4-year degree)

CERTIFICATIONS & RECOGNITIONS

- National A2P SMS Hub DR Site Failover Test (2024)
- ISO 27001 Audit Preparation (2020)
- PCI DSS Compliance Program (2019)
- Leadership & Operational Excellence (2018)

LANGUAGES

- Bengali (Native)
- English (Professional fluency - written and spoken)