

SHAHRIAR HAQUE ABIR

Website: <https://shahriarhaqueabirportfolio.vercel.app/>

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Address: Berlin, Germany | **Status:** Niederlassungserlaubnis

Languages: English (Bi-lingual), German (B2), Bengali (Native), Hindi (B1)

PROFESSIONAL PROFILE

Software Solution Consultant, Technical Support Engineer and Key Account Manager with 10+ years of experience in working with cross functional teams, bridging the gap between customer and product, building trust and long-term relationships with enterprise-level stakeholders across NAM, APAC, and DACH regions. Proven track record reducing incident resolution time, improving platform reliability, and building operational tooling.

CERTIFICATIONS

- CompTIA Tech+
 - Cisco Interconnecting Networks
 - Cisco Scaling Networks
 - Linux Foundation
 - CompTIA Security+
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PROFESSIONAL EXPERIENCE

tripunkt GmbH: Software Solution Consultant (2020 – 2026)

- Served as a technical advisor to 600+ international enterprises, SMEs, and other prospective technology partners across DACH, NAM, and APAC.
- Led technical discovery, solution evaluations, integrations, and adoption strategies for complex SaaS platforms.
- Acted as the key account manager for 10 international enterprise accounts, with full responsibility over the complete account lifecycle from early onboarding to long-term continued support.
- Verified technical and business requirements between external client teams and internal engineering teams to align on scope of delivery and onboarding.
- Reproduced customer-reported defects by analyzing REST API payloads with Postman, querying PostgreSQL databases via DBeaver, and reviewing application logs to isolate root causes.
- Partnered directly with engineering teams to validate bug fixes and verify release acceptance criteria before production deployment.
- Identified recurring product reliability issues and recommended features, authored and collaborated to streamline knowledgebase, cross-team handovers, process documentation, and operational workflows in JIRA
- Managed pre-release QA sprints by maintaining API, database and platform integrity through rigorous testing with 100+ test cases within Docker and Live environments and preventing operational blockages before rollouts.

Larsen and Toubro: Technical Training Coordinator (2015–2016)

- Coordinated technical onboarding and training logistics for 60+ engineers per quarter across multi-region teams, ensuring alignment on delivery milestones and technical readiness.
- Served as primary operational liaison between Indian, Bangladeshi, and Japanese corporate teams, translating complex technical dependencies and training requirements into execution-ready workflows.
- Managed high-volume operational data to track technical timelines, dependencies, and resource allocation across parallel training programs.

Earth Telecom Pvt. Ltd.: Network Operations Engineer (2013–2015)

- Performed SLA driven technical implementations and incident resolution protocols across 500+ corporate client networks.
- Standardized operational workflows and executed structured troubleshooting frameworks, drastically reducing Mean Time to Resolution (MTTR) for critical service issues.
- Engineered a custom Python utility to clean infrastructure data tracking sets and auto-generate visual network topologies, significantly improving internal operational transparency and documentation clarity.

TECHNICAL COMPETENCIES

- **Solution Engineering:**
Tier-3 Escalation, Root Cause Analysis, Incident Triage, SLA Management, MTTR Reduction, Enterprise Onboarding, Account Management
- **Technical Support:**
SQL (PostgreSQL), DBeaver, REST APIs, Postman, JSON, Docker, Linux, CLI, Webhooks, OAuth 2.0, OpenAPI
- **AI Automation:**
Claude, ChatGPT, GitHub Copilot, IDE, Python Scripting, Log Analysis, RAG
- **Documentation:**
PoC Development, Project Management,
- **Frameworks:**
ITIL-4, SCRUM, Kanban, Lean Six Sigma, GDPR Compliance
- **Networking:**
TCP/IP, DNS, DHCP, VPN, SNMP, LAN/WAN, SOC Analysis, Grafana

EDUCATION

- M.Sc. Information and Communication Engineering
-Technische Hochschule Mittelhessen, Germany (2016 – 2020)
- B.Sc. Electrical and Electronic Engineering
-North South University, Bangladesh (2009 – 2013)