

Mohibul Mahmud – Resume for ARIN Advisory Council Nomination

Professional Summary

Experienced cloud support and infrastructure engineer with 15+ years of combined expertise in Internet architecture, IPv6 deployment, ISP operations, cloud-native observability, and global Internet governance. I bring a cross-sectoral perspective informed by deep technical experience and sustained engagement with ARIN, ICANN, IETF, and ISOC communities. My work bridges technical operations and policy, focusing on the sustainable, secure, and inclusive development of Internet resources.

Relevant Experience

- Support Engineer – Azure Monitoring Team, Microsoft (2021–Present)
 - Lead troubleshooting and customer engagement on Azure Log Analytics, Managed Prometheus, and Grafana
 - Investigate and resolve telemetry pipeline issues for enterprise-scale systems
 - Collaborate cross-functionally to improve observability solutions aligned with OpenTelemetry standards
 - Create technical labs and workshops on monitoring and resource governance
- Cloud Network Specialist – TELUS / Google Cloud Platform Support (2017–2019)
 - Supported hybrid cloud networking architecture: VPCs, BGP, VPN, Cloud NAT
 - Advised customers on Kubernetes (GKE), cloud logging/monitoring, and security posture
 - Created internal GKE networking labs and trained cross-team staff
 - Nominated to visit Google Seattle & Kirkland campuses for performance
- Support Engineer – Plotly (2020–2021)
 - Led infrastructure support operations for a global SaaS platform
 - Introduced observability tooling and escalations playbooks
 - Mentored new hires and improved customer response workflows
 - Helped reduce incident resolution time by 30%

- Head of Network Operations – BRACNet ISP, Bangladesh (2001–2017)
 - Directed national IP/MPLS network across 200+ locations
 - Oversaw IPv6 deployment and Internet exchange (IX) peering strategy
 - Implemented Google Global Cache (GGC) and CDN nodes, reducing bandwidth cost by 30%
 - Designed and maintained DNS, BGP policies, and data center infrastructure
 - Represented BRACNet in APNIC and ISPAB policy forums

Internet Governance Engagement

- ARIN 52 Fellow (2023) – Contributed to discussions on IPv6 policy, address allocation, and governance structure
- ICANN 82 Fellow (2025) – Participated in DNSSEC and root server system (RSSAC) dialogues
- IETF Attendee – IETF 71 (Philadelphia), IETF 77 (Anaheim); Routing and DNS operations WGs
- ISOC Contributor – Active in ISOC Quebec; promotes multilingual Internet governance awareness
- Public Speaker – Participated in webinars and policy discussions on IPv6 and DNS security

Technical Skills

Networking & Infrastructure: IPv4/IPv6, BGP, OSPF, IXPs, MPLS

DNS Systems: Root server architecture, DNSSEC, caching, resolver configuration

Cloud Platforms: Microsoft Azure, Google Cloud Platform

Observability: Azure Monitor, Prometheus, Grafana, OpenTelemetry, Log Analytics

Programming/Scripting: Bash, PowerShell, YAML, Kusto Query Language (KQL)

Other Tools: GitHub, Terraform, Jenkins, Kubernetes

Education & Certifications

MBA in Marketing – Asian University of Bangladesh

Bachelor's Degree in Social Science – National University of Bangladesh

Diploma in Programming & IT – BRAC Institute

Certifications:

- ITIL Foundation in Service Management
- Cisco CCNP (R&S), CCNA
- Google Cloud Networking Specialization (Coursera)

Community Values

As someone who has worked in both resource-constrained and enterprise environments, I value open, transparent, and inclusive governance. I advocate for policies that strengthen operational resilience, equitable access to number resources, and technical education. My approach combines practical field experience with a long-term vision for Internet sustainability.