

Afsana Hossain

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Professional Summary

A resilient and motivated IT professional with a Master's degree in IT, specializing in Networking and Cyber Security, from Torrens University, Australia. I have one year of experience as an IT Consultant in Bangladesh and three years as a Customer Service Representative in Australia. With a strong foundation in network analysis and troubleshooting, I am well-prepared for roles in information technology and cybersecurity. I am confident that my experience in resolving technical issues, combined with my customer service background, has honed my ability to support both technical and non-technical clients effectively. Additionally, I bring project leadership experience, further strengthening my communication and problem-solving skills, and an initiative-driven mindset to work independently.

Technical Skills

Programming Languages: C, C++, Java, Python, JavaScript, PHP etc.

Operating Systems: Windows, Linux, Ubuntu.

Database: MySql, Oracle and SQL, PL/SQL.

Web Servers: Database, Web Server (Apache), Email Server etc

Network: DHCP Server, Routing, Connecting computers with the network, Active Directory

Software: Data Analysis (Anaconda Navigator, Weka, SPSS, Microsoft Excel), Documentation (Microsoft word, PowerPoint, Canva) etc

Testing areas: In case of penetration testing, Postman, Burp Suite, Wireshark, Nmap, Nessus, Kali Linux, Metasploit, Acunetix etc

Education

Professional Year

Performance Education, Adelaide

Key Subjects: Australian Business Culture and Environment, Achieving Career

Success, Australian Workplace Skills and Professional Business Communication

September 2024-August 2025

Master of IT Advanced

Torrens University Australia, Adelaide

Special interest in: Networking, Cyber Security, IT support

June 2022 – May 2024

Training on: CompTIA Security+, OSCP, CEH

University Project

Model for University Network

East West University, Dhaka

April 2019

Objective: The primary goal was to build a network model for the university with classrooms, administration, library, and account department with a webserver, DHCP server, routers, and PCs

Tools: Cisco Packet Tracer to build the model of the network, subnetting the IP.

Duties: I needed to go through some tutorials based on IP subnetting, connecting routers and assigning IPs dynamically using DHCP. It was an individual project, and I finished it all myself.

Outcome: I met the objective and wrote down the report step by step what I did, and I also had to present it in the classroom.

Result: Obtained High Distinction for this project

Employment History

Pharmacy Assistant

Chemist Warehouse, Adelaide

November 2025 - Current

Key responsibilities

- Assisted pharmacists in the dispensing and preparation of medications in accordance with legal, safety, and pharmacy procedures.
- Provided customer service and patient support, answering queries, handling prescriptions, and ensuring a positive customer experience.
- Accurately processed prescriptions, refills, and over-the-counter sales using pharmacy dispensing systems.
- Maintained patient confidentiality and complied with privacy and regulatory requirements.
- Managed inventory control, including stock ordering, receiving deliveries, checking expiry dates, and rotating stock.
- Handled cash, EFTPOS, and insurance claims, ensuring accurate transactions and documentation.
- Maintained a clean, safe, and organized pharmacy environment in line with health and safety standards.
- Assisted with medication labeling, packaging, and storage under pharmacist supervision.
- Supported health promotions and pharmacy services, directing customers to appropriate healthcare advice when required.

Cyber Security Analyst

Hannan & Partners Pty Ltd, Adelaide

March 2025 – August 2025

Key expertise or Responsibilities:

- Identified, triaged, and investigated security incidents and risks, supporting incident response activities including containment, remediation, and post-incident analysis.
- Monitored security alerts, vulnerability scans, and risk indicators to proactively identify threats and reduce exposure.
- Performed risk assessments and vulnerability management, analysing security weaknesses and assisting with the implementation of mitigating controls.
- Supported incident response operations, working with internal teams and clients to resolve security events in a timely manner.
- Conducted **security** audits and compliance assessments aligned with ISO 27001, NIST, Essential Eight, SACSf, and GDPR.
- Assisted in designing and implementing defense-in-depth security controls tailored to business and regulatory requirements.
- Delivered security tools implementation and configuration, ensuring effective integration into client environments.
- Supported cybersecurity awareness and training, advising users and stakeholders on secure practices and threat prevention.
- Maintained awareness of emerging cyber threats, vulnerabilities, and industry best practices to support continuous improvement of security posture.
- Acted as a key client-facing security resource, providing guidance, reporting, and ongoing risk advisory services.

Engineer, IT Support

Enterprise Infosec Consultants, Dhaka

July 2021 - March 2022

Core Responsibilities as a Security Consultant:

- Provided timely and reliable IT support to keep systems and devices running smoothly across the company.
- Handled first and second-level technical issues, troubleshooting, and resolving problems quickly or escalating when needed.
- Maintained accurate records of service requests and kept staff informed of progress and outcomes.
- Built positive relationships with team members and stakeholders, ensuring a friendly and responsive support experience.
- Helped improve IT processes by identifying better ways to work, updating documentation, and suggesting system enhancements.
- Supported staff with training and guidance to help them get the most out of company technology.
- Contributed to a safe and healthy workplace by reporting any incidents or hazards promptly.

Personal Attributes

- **Excellent interpersonal** skills such as communication skills and team building, as demonstrated through almost 3 years of experience in customer service at multiple companies (ALDI, Krispy Kreme, Chemist Warehouse) in Australia.
- **Strong time management**, multitasking, organizational skills, and strong working relationships developed through 5 years of successfully combining work and university studies.
- **Productive leadership skills** and Ability to exercise analytical and research skills to evaluate information developed through handling projects with 5 groups of team members in university study and the professional environment at Enterprise Infosec Consultants and Hannan & Partners Pty Ltd, SA.
- **My ability to juggle multiple priorities in a high-pressure work environment** to meet tight deadlines demonstrates attention to detail. I achieved this skill through my professional environment at Hannan & Partners Pty Ltd, SA.

References

Available on Request