Md

Ashraful Islam

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# Summary

A Proficient IT professional with excellent installation and troubleshooting abilities and advanced knowledge of computer information technology. Possesses excellent oral and written communication skills. Has a bachelor’s degree in Information Technology and more than two years of ICT desktop support experience.

# Employment History

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| --- | --- |
| Year | Organisation / Position |
| 2017 - Present | Best Technology Services - ICT Field Tech.,  Darwin NT Australia |
| Duties:   * Determining software and hardware requirements to provide solutions to problems, * Responding to inquiries about software and hardware problems, * Installing and downloading appropriate software, * Implementing computer networks, * Replacing peripheral equipment such as terminals, printers, routers, switches and modems. | |
| Achievements:   * Document help desk tickets/resolutions and provide overall assistance, * Perform diagnostics and troubleshooting of multiple issues, document help desk tickets/resolutions, and maintain equipment inventory lists, * Properly identify network equipment and properly assemble to install, * Identify hazards and follow safety regulations. | |

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| --- | --- |
| Year | Organisation / Position |
| 2018 - 2018 | PC - Mart Darwin - Desktop Assembler,  Woolner NT Australia |
| Responsibilities:   * Assemble desktop computer, * Taking orders, looking-after cash, * Taking Phone orders, * Receiving stocks and dispatching deliveries. | |
| Achievements:   * Document help desk tickets/resolutions and provide overall assistance, * Perform diagnostics and troubleshooting of multiple issues, document help desk tickets/resolutions, and maintain equipment inventory lists * Properly identify network equipment and properly assemble to install, * Identify hazards and follow safety regulations. | |

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| --- | --- |
| Year | Organisation / Position |
| 2016 - 2017 | Coles Supermarket - Customer Service Assistant,  Palmerstone NT Australia |
| A range of duties of Including   * + Dealing with customer inquiries,   + Helping customer during checkout   + Filling stocks when necessary | |

# Education

Bachelor of Information Technology

Charles Darwin University

September 2019, Darwin NT Australia.

Degree Related Projects

While pursuing IT degree I worked on a project where I was the team’s programmer and UX/UI designer. My role was to develop the application. The concept of this application was that, students could join online class using virtual reality also they could see 3D objects through Augmented Reality through their smartphone. This was a cross platform application created using Ionic-Cordova, Angular for front-end and firebase for backend. An online version of it can be accessed through the following link: <https://smartuni-virtual-e.firebaseapp.com/tabs/time>

GitHub: <https://github.com/Ashraf0011/Virtual-E/network>

# Skills and Expertise

Programming Skills

* + HTML, CSS, JavaScript,
  + Node.js, Angular
  + Swift,
  + WebGL, GLSL, Three.js, Anime.js, GSAP, Particle System, Blender
  + Framework: Ionic, ReactNative,

Technical Skills

* + Troubleshooting network concerns,
  + Assisting users in person and remotely with hardware-related concerns,
  + Utilizing technical training to resolve concerns related to software functionality,
  + Installing routers, switches and modems,
  + Network cut over,
  + Implementing documentation protocols into departmental operations.

Soft Skills

Determination

* + Forward thinking,
  + Desire to assist others,
  + Ability to analyze problems quickly
  + Good communication skills
  + Collaboration,
  + Strong Client focused,
  + Processes improvement,
  + Stress management,
  + Awareness of diversity of religion and ethnicity

# Additional Qualification and Licenses

2020 BSB40215 Certificate IV in Business

Navitas Professional year program and Internship.

# Professional Memberships

Associate Member of ACS - Australian Computer Society.

# References

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