

## MD. FARUCK HOSSAIN

📍 Road:-7, House:-33, Mohammed Nagor,Holding No 1864\Amin Jute Mills, Bayzid,Chittagong., Bayazid Bostami, Chattogram  
📞 01816803234  
✉ faruck123@gmail.com , faruck123@hotmail.com



### **Career Objective:**

With strong analytical and communication abilities my goal is to positively influence and gain commitment from others, while promoting a collaborative team environment. Additionally, I am adept at working under stress and pressure, and remaining calm

### **Special Qualification:**

I Have Strong knowledge of computer networking system both wired and wireless. On behalf of my company currently I am managing End User Support, Mikrotik, CISCO , OLT Configuration & Troubleshoot . I can work with multiple teams.

### **Employment History:**

**Total Year of Experience:** 12.3 yrs

#### **1. Sr. Support Engineer (7.8 yrs)**

(1 Aug 2016 - Continuing)

#### **Link3 Technologies Ltd**

Area of Expertise:

Customer Support Client Service Customer handling (5.5 yrs), ISP NOC (2 yrs)

#### **Duties/Responsibilities:**

1. Customer Support: Assist customers with any technical issues they encounter while using the (Broadband Remote Access Server) BRAS service. This could include problems with connectivity, authentication, configuration, or any other network related issues. Troubleshoot and resolve customer complaints effectively and in a timely manner. 2. Troubleshooting: Investigate and diagnose network-related problems reported by customers or identified through monitoring systems. Use tools and techniques to isolate and identify the root cause of the issue. Collaborate with other teams or vendors, if necessary, to resolve complex problems. 3. Configuration and Maintenance: Help customers and service providers with the initial setup, configuration, and maintenance of the Broadband Remote Access Server (BRAS) platform. This may involve working with network equipment, configuring network protocols, managing IP addressing, or ensuring compatibility with other network components. 4. Network Monitoring and Optimization: Monitor the performance and health of the BRAS platform to identify any potential issues or areas for improvement. Analyze network statistics, logs, and alerts to proactively address problems or optimize the system for better performance and reliability. 5. Documentation and Knowledge Sharing: Maintain accurate documentation of known issues

## **2. System Executive (1.1 yrs)**

(21 Jul 2015 - 31 Jul 2016)

### **A. K. Khan & Company Limited**

## **3. Executive System Admin (3.5 yrs)**

(1 Feb 2012 - 16 Jul 2015)

### **Bdconnect.net**

Area of Expertise:

Customer Support (1.7 yrs), Network Engineer/ Network Administrator (1.7 yrs)

Duties/Responsibilities:

NOC Monitoring,

### **Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Diploma	Diploma In Computer ENG.	Chittagong Poly Technical Institute, CTG	Second Division, Marks :3.42%	2010	4
SSC	Business Studies	Nasirabad Govt. High School	CGPA:4.5 out of 4	2006	2003-2004

### **Training Summary:**

Training Title	Topic	Institute	Country	Location	Year	Duration
MTCNA	MTCNA	SASTECH LIMITED & SCITP	Bangladesh	Chittagong	2023	36
Linux - Red Hat Certified Engineer (RHCE)	RHCE	New Horizons	Bangladesh	Chittagong	2014	3 Month
CCNA Exploration: Network Fundamentals	CCNA	Premier University	Bangladesh	Chittagong	2011	2.5
A+ Certification	A+	Institution: New Horizons	Bangladesh	Chittagong	2010	3 month

### **Professional Qualification:**

Certification	Institute	Location	From	To
MTCNA	SASTECH LIMITED	CHITTAGONG	March 9, 2023	March 11, 2023
CCNA Exploration: Network Fundamentals	Premier University	Chittagong	January 16, 2011	March 3, 2011

## **Career and Application Information:**

Looking For : Mid Level Job  
Available For : Full Time  
Present Salary : Tk. 35000  
Preferred Job Category : Engineer/Architect,IT/Telecommunication  
Preferred District : Chattogram, Cumilla, Cox's Bazar, Dhaka, Feni  
Preferred Country : Armenia, Australia, Bahrain  
Preferred Organization Types : Software Company,IT Enabled Service,ISP

## **Language Proficiency:**

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	Medium	Medium

## **Personal Details :**

Father's Name : Md. Khurshid Alam  
Mother's Name : Jahanara Bagum  
Date of Birth : 1 Sep 1989  
Gender : Male  
Marital Status : Married  
Nationality : Bangladeshi  
Religion : Islam  
Permanent Address : Road:-7, House:-33, Mohammed Nagor,Holding No 1864\L,Amin Jute Mills, Bayzid,Chittagong.,  
Bayazid Bostami, Chattogram  
Current Location : Chattogram  
Blood Group : B+

## **Reference (s):**

Name : Md. Saiful Huda  
Organization : Bdconnect.net Ltd  
Designation : COO  
Primary Mobile No : 01813-903674  
Primary Email : tanvir@bdconnectctg.net  
Relation : Others