

**Name**

MD ASHRAFUL HAKIM KHAN
SIDDIQUEE

Nationality

Bangladeshi

Birth Date

February 5, 1993

Address

Franz-Mehring-Platz 3
10243 Berlin
Germany

Phone

+49 177 2883011

Email address

md.ashrafulkhan@gmail.com

LinkedIn

[https://www.linkedin.com/in/
md-ashraful-hakim-khan-
siddiquee-521181197/](https://www.linkedin.com/in/md-ashraful-hakim-khan-siddiquee-521181197/)

GitHub

[https://github.com/ashrafulk
han007](https://github.com/ashrafulkhan007)

WORK EXPERIENCE

11/2020 - 12/2023

Joy & 3 Stars Pvt. Ltd.

IT Support Engineer

*Address: 7/9, Block-B, Lalmatia, 1207, Dhaka,
Bangladesh.*

- Provided technical support for hardware, software, and network issues (on-site and remote).
- Installed, configured, and maintained IT infrastructure and peripherals.
- Monitored system performance, applied updates, and ensured IT security measures.
- Managed user accounts and access control using Active Directory.
- Assisted in deployments and resolved issues across Windows, Linux, and Mac systems.
- Documented technical issues, solutions, and provided end-user training.
- Used Jira for ticketing and issue tracking.
- Administered Microsoft Intune for mobile device management.
- Supported cloud collaboration tools such as Microsoft 365 (Teams, Outlook, SharePoint).

EDUCATION

10/2022 - ongoing

**Master of Engineering in Information and
Communications Engineering**

Berliner Hochschule für Technik

*Address: Luxemburger Street 10, 13353, Berlin,
Germany*

09/2018 - 04/2022

**Bachelor of Science in Electrical & Electronic
Engineering**

Prime University

*Address: 114/116 Mazar Road, Mirpur 1, 1216, Dhaka,
Bangladesh*

TRAINING & CERTIFICATION

05/2023 - 05/2026

CCNA (Cisco Certified Network Associate)

Cisco

09/2023

Google IT Support

Coursera

SKILLS & LANGUAGES

Linguistic proficiency

English (Professional), German (A2)

Technical Skills

Operating Systems: Windows, Linux, MacOS, Android,
iOS, Networking: Routing, Switching, TCP/IP, CCNA
concepts, Virtualization: VMware, Oracle VM VirtualBox,
Cloud & MDM: Microsoft 365, Microsoft Intune,
Ticketing: Jira, Scripting & Tools: Python (basic).

Berlin, May 13, 2025