

**Name**

MD ASHRAFUL HAKIM KHAN  
SIDDIQUEE

**Nationality**

Bangladeshi

**Birth Date**

February 5, 1993

**Address**

Franz-Mehring-Platz 3  
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Germany

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**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.

Installed, configured, and maintained IT infrastructure and peripherals.

Monitored system performance, security, and updates.

Managed user accounts and access control (Active Directory).

Assisted in software/hardware deployments and troubleshooting.

Documented technical issues and provided user training.

**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**

09/2023

**Technical Support Fundamentals**

*Coursera (Google IT) - Online*

08/2022 - 01/2023

**CCNA (Cisco Certified Network Associate 200-301)**

*Creative IT Institute - Online*

**KNOWLEDGE AND INTERESTS**

Linguistic proficiency

English (fluent)

German (basic knowledge)

IT knowledge

Microsoft 365, Programming Language: Python,

Operating System: Windows, Linux, Mac, Android, iOS.

VMs: VMware, Oracle VM VirtualBox

Interests

Reading, Hiking, Sports (Chess and Jogging)

Berlin, October 23, 2024