

## MOSTOFA SARKER

Address: 248 House,Road-02,Block-F,Bashundhara R/A, Badda, Dhaka  
Primary Mobile No: 01648471737  
Secondary Mobile No :01716263737  
Emergency Contact No : 01568864648  
Primary Email : rafsadi94424@gmail.com  
Alternate Email : mostofasarker6@gmail.com



### **Career Objective:**

Quick learner with critical thinking abilities and exceptional communication skills, seeking to secure a responsible career opportunity to utilize my engineering skills that can contribute to the company's growth as well as enhance my knowledge

### **Career Summary:**

Seeking a challenging position in a reputable organization to expand and utilize my learning, skills and knowledge. Possess excellent communication skills and have an eye for detail. Flexible to work in any environment as required

### **Employment History:**

**Total Year of Experience :** 1.3 yrs

#### **1. Senior Support Engineer (0.4 yr)** **(April, 2023 - Continuing)**

##### **Agni Systems Limited**

Navana Tower-Gulshan-1,Dhaka

##### **Area of Expertise**

Customer Support/ Client Service (0.1 yr), Network and Network Equipment Configuration (0.1 yr), Network Engineer/ Network Administrator (0.1 yr)

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

This Department Under the Customer Support.Where Usually Pick the Inbound Customer Calls, Acknowledge all email,Monitoring all Network performance From Zabbix Software,Solar Wind Monitoring for clients and various POP at various location.Also Monitor ticketing system follow up with the client & relevant department.Make Outbound calls when required.When Customer Share their problem,then we will go through the troubleshoot and give a possible of solution.We also escalate their problem in different department.Mikrotik Configuration as per client requirments(Firewall rule create,NAT issue,BW limit routes cheak,port cheak,tunnel creation,port forwarding & also support for Wi-Fi routers.Outlook Configuration,troubleshoot for Outlook & take care of 1st level of IPTEL support.Resolve client issue by phone or remote access (BW issue,Wi-Fi problem,LAN problem).Installing,Configuring and supporting all kind of Network and server equipment.If needed to go client end for physical support,have to travelling client site according to company requirments. Network security, Configuration& Implementation,Network & Hardware Support- Configure, implement and support of the network, LAN/WAN infrastructure andBRusers of the group. VLAN | Very-Large-Scale Integration (VLSI) | Mikrotik | Data Centers | LAN Switching | Router Configuration | Computer Network Operations |Virtual Private Network (VPN) | LAN-WAN | Network Engineering | Networking |Microsoft Office | Microsoft Excel | DHCP | System Administration | VPN | Network infrastructure networking and troubleshooting | Wireless Networking | Linux | SDN |BRNFV | DNA | TCP/IPv6 | TCP/IPv4

#### **2. Assistant Customer Support Engineer (0.9 yr)** **(June, 2022 - April, 2023)**

##### **Triangle Services Limited**

Badda,Link Road-Gulshan-1

##### **Area of Expertise**

Customer Support Client (0.8 yr), Network Engineering (0.8 yr), Networking (0.8 yr)

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

This Department Under the Customer Support.Where Usually Pick the Inbound Customer Calls,When Customer Share their problem,then we will go through the troubleshoot and give a possible of solution, then we also escalate their problem in different department.Also Make Outbound calls when required,Serve FCR.Need reply to social media in night shift,Skype update & complaint check & reply, Team Meeting, Inter department communication. Network security, Configuration& Implementation,Network & Hardware Support- Configure, implement and support of the network, LAN/WAN infrastructure andBRusers of the group. VLAN | Very-Large-Scale Integration (VLSI) | Mikrotik | Data Centers | LAN Switching | Router Configuration | Computer Network Operations |Virtual Private Network (VPN) | LAN-WAN | Network Engineering | Networking |Microsoft Office | Microsoft Excel | DHCP | System Administration | VPN | Network infrastructure networking and troubleshooting | Wireless Networking | Linux | SDN |BRNFV | DNA | TCP/IPv6 | TCP/IPv4

### **Academic Qualification:**

| Exam Title                | Concentration/Major            | Institute                                    | Result             | Pas.Year | Duration |
|---------------------------|--------------------------------|----------------------------------------------|--------------------|----------|----------|
| Bachelor of Science (BSc) | Computer Science & Engineering | American International University-Bangladesh | CGPA:2.96 out of 4 | 2022     | 4 Years  |
| HSC                       | Science                        | Milestone College Uttara                     | CGPA:4.55 out of 5 | 2017     | 2        |
| SSC                       | Science                        | Bhuapur Pilot High School                    | CGPA:5 out of 5    | 2015     | 2        |

**Training Summary:**

| Training Title    | Topic             | Institute                                       | Country    | Location       | Year | Duration |
|-------------------|-------------------|-------------------------------------------------|------------|----------------|------|----------|
| Teacher Assistant | Computer Networks | American International University of Bangladesh | Bangladesh | Kuril-Khilkhet | 2022 | 3 month  |

**Professional Qualification:**

| Certification                       | Institute                                            | Location                | From             | To             |
|-------------------------------------|------------------------------------------------------|-------------------------|------------------|----------------|
| Assistant Customer Support Enginner | Triangle Services Limited                            | Gulshan Badda Link Road | June 16, 2022    | April 15, 2023 |
| Teacher Assistant                   | American International University of Bangladesh      | Kuril-khilkhet          | January 24, 2022 | April 30, 2022 |
| Cisco                               | American International University of Bangladesh-AIUB | Kuril-Khilkhet,Dhaka    | January 1, 2018  | April 10, 2018 |

**Career and Application Information:**

Looking For : Entry Level Job  
Available For : Full Time  
Preferred Job Category : IT/Telecommunication  
Preferred District : Anywhere in Bangladesh.  
Preferred Organization Types : IT Enabled Service

**Specialization:**

| Fields of Specialization                                                                                                                                                                                                                                                                                                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• IT System Management</li><li>• IT Support Service</li><li>• Network Engineering</li><li>• Switches/ Routers</li><li>• LAN/ WAN</li><li>• Technical Support Engineer</li><li>• Customer Support/ Client Service</li><li>• IPTSP</li><li>• OLT and ONU</li><li>• Configuring WiFi router</li></ul> | Network security, Configuration& Implementation,Network & Hardware Support- Configure, implement and support of the network, LAN/WAN infrastructure<br>-VLAN<br>-Very-Large-Scale Integration (VLSI)<br>- Mikrotik Router<br>-Data Centers<br>-LAN Switching<br>-Router Configuration<br>• Computer Network Operations<br>Virtual Private Network (VPN) LAN-WAN • Network Engineering   Networking DHCP   System Administration   VPN  <br>-Network infrastructure networking and troubleshooting  Wireless Networking <br>-Linux   SDN   NFV   DNA   TCP/IPV6   TCP/IPV4<br>-Microsoft Office   Microsoft Excel |

**Language Proficiency:**

| Language | Reading | Writing | Speaking |
|----------|---------|---------|----------|
| Bengali  | High    | High    | High     |
| English  | High    | High    | High     |

**Personal Details :**

Father's Name : Md.Hurmuz Ali Sarker  
Mother's Name : Kalpona Akter  
Date of Birth : November 20, 1999  
Gender : Male  
Height (Meter) :  
Weight (Kg) :  
Marital Status : Single  
Nationality : Bangladeshi  
National Id No. : 6906315095  
Religion : Islam  
Permanent Address : Fasalundi,Ho281/A, Bhuapur, Tangail  
Current Location : Dhaka  
Blood Group : A+

**Reference (s):**

**Reference: 01**  
Name : khairul Hasan Reza  
Organization : Walton Plaza Voberchar  
Designation : Branch Manager  
Address : Munshiganj  
Phone (Off.) : 01713945461  
Phone (Res.) :  
Mobile : 01713945461  
E-Mail : voberchar@waltonbd.com  
Relation : Relative

**Reference: 02**  
Md Sakir Hossain  
American International University of Bangladesh  
Assistant Professor  
Dhaka  
  
sakir.hossain@aiub.edu  
Academic

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