

ABDULLAH IBNA SAKIBUR RAHMAN

Network Support Engineer



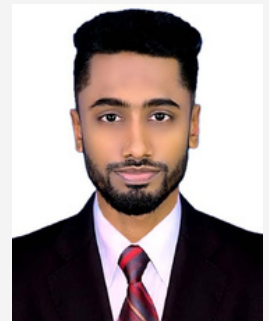
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House: 69, Road: 13, Block: K, Banasree, Dhaka.



SUMMARY

I am very much interested to develop my professional career in Networking Technology & Engineering sector. It would be a great opportunity for me if I can get a chance to work in a creative, challenging and dynamic environment where I can build up my career in an honest and descent way.

EDUCATION

University of South Asia

Bachelor's in Computer & Science Engineering
2022 – Running

Cumilla Polytechnic Institute

Diploma in Computer Technology
2017– 2022

Cumilla Cantonment High School

Secondary School Certificate(SSC)
Group: Science- 2017

SKILLS

- Strong organizational and time-management skills
- Client Management with satisfaction
- Ability to work independently and as part of a team
- Team Management and Leadership
- Smooth Communication
- Creative Thinking

IT SKILLS

- Cisco Configure: OSPF, RIP, EIGRP etc
- Mikrotik:
- OLT: Huawei, Bdcom
- Microsoft Office- MS Word, MS Excel, MS Powerpoint

LANGUAGE SKILLS

- Bangla : Fluent
- English : Convening

PROFESSIONAL EXPERIENCE

Customer Care Executive

Business Network (b. net) | April-2022 – Present

- Customer Support: Provide assistance to customers via phone.
- Problem Resolution: Handle customer complaints and ensure timely, accurate, and satisfactory resolutions.
- Team lead: Lead support team to work & maintain field operator.
- OLT: Huawei, Bdcom OLT ONU configure, check Dbm power,

CERTIFICATIONS

- Certified Secure Computer User(CSCU)
Vendor Number: ECC3620948175
- CCNA, MTCNA & MTCRE
6 months (Technology Palli)
- JAVA
90 Hours (Artificial Intelligent Technology)
- Mobile Game & Application Project
Vendor Number: STD-29989

PERSONAL PROFILE

- Full Name: Abdullah Ibna Sakibur Rahman
- Fathers name: Md: Ali Ashraf
- Mothers Name: Jasmin Akter
- Date of Birth: 08/08/1998
- Religion: Islam
- height: 5 feet 7 inch
- Marital Status: Single
- Permanent Address: Dewan Nagar, Purbo Shahapur, Borura, Cumilla.

DECLARATION

I, the undersigned, certify that to the best of my knowledge and believe that this resume correctly describes my qualifications, my experience and myself. I understand that any willful misstatement described herein may lead to my disqualification of dismissal, if engaged.