# Sifat Hasan Wakib

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## Career Objective:

To develop my career in the insight of the experience of Computer science Engineering field through working in a competitive environment in a well reputed industry or organization where success comes through honesty, and creativity. A sector where hard work, sincerity, a strong sense of responsibility, teaming is appreciated and makes a scope to acquire knowledge and contribute as well.

## Experience:

1. **Race Online LTD**, Khawaja Tower, 95, Bir Uttam AK Khandakar Rd, Dhaka 1212
   **Technical Support Engineer** *March 2021 – October 2021*


   **Work responsibilities:**

   - Ensuring proper technical support to all clients according to online ticketing system.
   - Monitoring network performance, tuning and reporting.
   - Configuring, Implementing and Maintaining of Data, EPON & GPON Network.
   - On-site customer support with troubleshooting and resolve issues in short time.
   - Configuring different types of routers and troubleshooting (Linksys, Mikrotik, Asus etc.)
   - Ensuring that TTs are resolved or reported as per SOP (Standard Operating Procedure).
   - Device Provisioning and Installation & maintenance the network up.
   - Communicate with customers via email and phone.
   - Monitoring the network system using Dude & cacti.
   - Understanding Network, Identifies Problem, troubleshoots and providing Technical Support remotely.
   - Collaborating with colleagues on the improvement of network infrastructure in order to increase quality, reliability, effectively, and reduce expenses.

2. **InfoLink LTD**, 12 Baridhara, Dhaka-1212 – **Network Engineer, Network Operations Center** *January 2021 – March 2021*

3. **InfoLink LTD**, 12 Baridhara, Dhaka-1212 - **Technical Support Engineer** *(Intern)* *October 2020 - December 2020*

**Work Responsibilities:**

- Layer 2 support.
- Network Monitoring and Reporting.
- Workforce Management.
- End user configuration and support.
- Configure Optical Network Unit.
- Configure Wireless Router, Access Point, Manageable router (Mikrotik).
- Configure Switch, OLT and other manageable devices.
- Monitoring System and different devices in different POP. Also assist System Admin.

| Academic Qualification | | | | | | |
|---|---|---|---|---|---|---|
| **Level of Education** | **Name of Degree** | **Educational Institution** | **Passing Year** | **CGPA** | **Subject/Group** | **Board** |
| **Bachelors** | Bachelor of Science (B.Sc.) | American International University-Bangladesh | 2021 | 3.53 out of 4.00 | Computer Science and Engineering | Dhaka |
| **Higher Secondary Certificate** | H.S.C | Chalan College | 2016 | 4.92 out of 5.00 | Science | Cumilla |
| **Secondary School Certificate** | S.S.C | Comilla Zilla School | 2014 | 5.00 out of 5.00 | Science | Cumilla |

## University Thesis and Projects:

- **Thesis:** Load Balancing in cellular Backhaul networks using hybrid terrestrial satellites.
- **Object Oriented Programming 1:** Community Service Management System.
- **Object Oriented Programming 2:** Community Service Management System.
- **Research Methodology:** Prevention of DDoS attacks using Blockchain.
- **Web Technologies:** Hospital Management System.
- **Advanced Programming with .NET:** School Management System.
- **Software Engineering:** Census Management System.

## Skills:

- **Programming Language:** C++, Java, C#, HTML, PHP, JavaScript, CSS.
- **SQL Tools:** MySQL, Microsoft SQL Server, Oracle database.
- **Tools:** Visual Studio, Code blocks, NI Multisim, WordPress.
- **Framework:** Entity, MVC, ASP.NET, RESTful API.
- **Network Tools:** TCP/IP, Cisco Packet Tracer, Manageable router (Mikrotik)
- **Languages:** Bangla (mother language), English(fluent).

## Interest:

- Music | Gaming | Travelling

## Personal Information:

Father's Name: MD. Mozibul Hoque

Mother's Name: Laila Noor

Date of birth: 31-12-1998

Religion: Islam

Nationality: Bangladeshi

Marital Status: Single

Emergency Contact Number: 01711189436 (Father)

Permanent Address: Flat-7C, House-813,Sel Anjumanra Haque,South Bagichagon,Cumilla.

**Reference:**

**SHAHRIN CHOWDHURY**

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**MD MEHEDI HASAN**

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**DILIP KUMAR ROY**
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I, the undersigned, certify that to the best of my knowledge and belief, this curriculum vitae correctly described my qualifications and me. Hereby, I declare that all the details given above are true in the best of my sense.

*Sh. wakib*

Your Sincerely,
SIFAT HASAN WAKIB