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.

Academic Track:

Bachelor of Science- (Jan 04, 2017- Oct 10, 2021)
Computer Science & Engineering (CSE)
Department of Computer Science, Faculty of Science & technology

American International University-Bangladesh
CGPA: 3.53 in a scale of 4.00

Higher Secondary Certificate (HSC)- (June 2014- August 2016)
Group: Science
Chalan College, Cumilla
GPA: 4.92 in a scale of 5.00

Secondary School Certificate (SSC) - (Jan 2009- May 2014)
Group: Science
Cumilla Zilla School, Cumilla
GPA: 5.00 in a scale of 5.00

Experience:

InfoLink Limited
Technical Support-Intern (Technical Support department) (Oct 2020 – Dec 2020)
  1. Providing remote and onsite technical support to the clients.
  2. Attending complaints and queries made by customers through phone calls, e-mails, or other
  Means.
  3. Performing installations and deployments of various solutions and services at client end.
  4. End user configuration & support, configure optical network unit (ONU), Wireless router, Access point, Manageable router (Mikrotik).

InfoLink Limited
Network Engineer (Network Operation Center, NOC department) (Jan 2021 – July 2022)
  1. Layer 2 Support & Workforce management.
  2. Monitoring the network through network monitoring tools and taking immediate steps in case of any alert or fault.
  3. End user configuration & support, configure optical network unit (ONU), Wireless router, Access point, Manageable router (Mikrotik).
  4. Configure Switch, OLT and other manageable devices.
  5. Monitoring System, and different devices at POPs (Point of Presence) & also assisting system admin.
  6. Logging in, following up, and updating customer complaints, system faults, and other incidents in the trouble ticketing system.
  7. Diagnosing and troubleshooting hardware, software, and network faults.

Key Qualifications:
- Excellent communication and strong presentation skills.
- Strong active listening and interpersonal skills.
- Excellent management, time management & leadership skill.
- Complex problem solving and good at documentations.
- Efficient to work both independently under pressure or as a part of a team with proficient multitasking ability.

Technical Literacy:

Application	: MS Office, VS code, VS Studio, Codeblocks, NI Multisim.
Operating System	: Windows, Linux
Programming Language	: C++, C#, HTML, JavaScript, PHP, Java, React, ExpressJs, NodeJs.
Framework	: Entity, MVC, ASP.NET, RESTful API
Network Tools	: TCP/IP, Cisco Packet Tracer, Manageable router (Mikrotik)
Database Tools	: MongoDB, SQL Server Management Studio

Extra-Curricular Activities:
- Published a paper titled, "A Traffic Flow Steering Algorithm for Hybrid Terrestrial-Satellite Backhaul Network" at ICCA '22: Proceedings of the 2nd International Conference on Computing Advancements, American International University-Bangladesh (AIUB), Dhaka, Bangladesh.
- Worked with Bangladesh Scouts & Red Crescent Society as Organizer & Team Lead accordingly.

Personal Attribute:
- Act with honesty, sincerity, loyalty & self-motivated.
- Dedicated towards professionalism.
- Tends to work creatively & think of new ideas to increase efficiency and solve any issue.
- Quick learner, time conscious and able to work under pressure.
- Acknowledge mistakes & learn from them.

References:

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