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	**MD MEHEDI HASAN**
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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