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SADIA AFRIN

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Career Objective:

To work in an environment where there is an opportunity of self-assessment and self-improvement in the field of IT and Communication in both individual and group basis to flourish my capability of bringing benefits for all.

Career Summary:

To obtain a challenging position for long-term career goal, where the scope is available to utilize my knowledge, potentiality and adaptability to do something innovative and from where I will be able to enhance by knowledge and skill.

Special Qualification:

Employment History:

Total Year of Experience : 4.3 Year(s)

1. Assistant Engineer (September 17, 2016 - Continuing)

Summit Communication Limited

Company Location : 18, Karwan Bazar Commercial Area Dhaka-1205, Bangladesh.

Department: NOC

Duties/Responsibilities:

- *24x7 Round the clock duty in NOC for level2 support.
- *Layer2/ Layer 3/MPLS/VPLS/SDH network Troubleshooting, escalation and reporting.
- *Network Health monitoring for core, distribution and access level.
- *Fault correlation, transfer, escalation
- *Network fault / incident analysis, reporting and management notification.
- *Client complaints and resolution analysis on monthly basis.
- *Network related software/hardware upgrade and update
- *System health check and providing support during maintenance and planned work execution.
- *Monitor Time duration of Trouble Ticket as per set standards and inform respective Clients on the status of their TTs (Trouble Ticket)
- *Ensure that TTs are resolved or reported as per SOP(Standard Operating Procedure)
- *Ensure NOC/NMC regular activity by being a Network engineer.
- *Soft & calm during work pressure

2. Assistant Engineer (September 1, 2014 - September 14, 2016)

ADN Technologies Limited

Company Location : Red Crescent Concord Tower (7th floor) 17, Mohakhali Commercial area, Dhaka-1212 Bangladesh

Department: Technical Support & Services

Duties/Responsibilities:

1. Network monitoring and problem collection.
2. O&M of different types of router and switch.
3. Collect customer problems over phone and provide necessary solutions.
4. Data Analysis and error correction.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
B.Sc in Electronics & Telecommunication Engineering	Telecommunication	Daffodil International University	CGPA:3.75 out of 4	2014	4 years
HSC	Science	Shaheed Bir Uttam Lt. Anwar Girls` College	CGPA:5 out of 5	2008	-
SSC	Science	Tejgaon Govt.Girl`s High School	CGPA:5 out of 5	2006	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
CCNA	HTTP, DNS, Dynamic Host Configuration Protocol (DHCP), SMTP, Telnet, and FTP. VLANs, trucking on Cisco switches, inter VLAN routing, VTP, and RSTP. Ethernet network using routers and switches	Daffodil International University	Bangladesh	Dhaka, Bangladesh	2014	9 month
Linux	Web Server, Mail Server, DNS, Proxy, FTP Server configuration.	Daffodil International University	Bangladesh	Dhaka, Bangladesh	2014	3 month
Thesis	Asterisk Based Customer Relationship Management (CRM) Integration.	Daffodil International University	Bangladesh	Dhaka	2014	4 month

Professional Qualification:

Certification	Institute	Location	From	To
CCNA	IBCS-PRIMAX Software(Bangladesh) Limited	House # 51, Road # 10A, Dhanmondi R/A, Dhaka-1209	June 1, 2014	October 31, 2014

Career and Application Information:

Looking For : Entry Level Job
 Available For : Full Time
 Expected Salary : Tk. 15,000
 Preferred Job Category : IT/Telecommunication
 Preferred District : Dhaka
 Preferred Organization Types : Telecommunication, Govt./ Semi Govt./ Autonomous body, Multinational Companies, Embassies/Foreign Consulate, Engineering Firms, Research Organization

Specialization:

Fields of Specialization	Description
• Cisco	Deep knowledge about telecommunication. Networking and RHCE.

Extra Curricular Activities:

1. Reading books, journal and newspapers. 2. Playing indoor games.

Language Proficiency:

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	High	Medium

Personal Details :

Father"s Name : Late Shahid Ullah.
 Mother"s Name : Late Anwara Begum
 Date of Birth : November 14, 1990
 Gender : Female
 Marital Status : Married
 Nationality : Bangladeshi
 Religion : Islam
 Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Dr.A.K.M.Fazlul Haq	Md Ariful Hasan
Organization	: Daffodil International University	Teletalk Bangladesh Limited
Designation	: Associate Professor	Senior Executive
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Relation	: Academic	Others