Ishraque Arafath

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○ **https://github.com/ishraquearafat**

Career Objective

I am looking for a position as a Network Engineer in an organization where I can utilize my skills at understanding new technology and the opportunity to upgrade my knowledge about the new and emerging trends in the sector.

Experience

Executive, Tech support   [Sep 2021-Running]
Beximco IT Division
Responsibilities:

- Internet and Local LAN setup, Various VPN tunnel, Auto Failover, Browsing restriction, Bandwidth control in MikroTik router
- Troubleshooting and providing solution of Internet & data connectivity of corporate client.
- Routing Protocol (BGP, OSPF, EIGRP, RIP).
- Setup and maintain radio links with radio devices like NanoBeam, PowerBeam and Cambium.
- Wired and wireless (WiFI) LAN deploy for client.
- Unifi, Cambium, Ruckus configuration with central monitoring including token system for long range WiFi coverage are.
- Providing daily operational support and system administration for network infrastructure.
- Configure, maintenance, troubleshooting of Zimbra Mail Server.
- Client communication through face to face, over phone, using social media (Whatsapp, Zoom, Teams), receive complain and provide proper solution by on-site support and remotely.
- Attend various meeting with customer (Presales meeting, Pre-bid meeting, service improvement meeting).
- Inter department communication for various purpose.
- Communication and properly escalate task to concern NTTN service provider and properly follow up.
- Monitor core network, Backbone links, client's network, different type of services and servers (Monitoring tool MRTG,
- Nagios, SmokePing, WhatsUpGold, Observium tools (24/7).
- Proactive monitoring and take necessary step.
- Maintain ticketing system for each complains. Keep the ticket update as well as the users and the customers.
- Performing roster duty (Morning, Evening, Night and Regular).

Engineer, Network Operation Center   [Oct 2020-Sep 2021]
Earth Telecommunication (Pvt.) Ltd

Responsibilities:

- Ensure Level 2 support
- End user configuration & support
- Providing remote supports to the clients
- Basic Configuration and troubleshooting router (Netgear, Mikrotik, Tplink etc.)
- Attending complaints and queries made by customers through phone calls, e-mails or other means
- Monitoring the network system through network monitoring tools and taking immediate steps in case of any alert or fault (Nagios,Libre,Dude,Cacti)
- Collaborated with colleagues on the improvement of network infrastructure in order to increase quality, reliability, effectively, and reduce expenses.

Technical Support Engineer (Intern)   [July 2020 – Oct 2020]
Infolink Limited

Responsibilities:

- Ticketing System: Creating Trouble Ticket, update, Analyze, Follow-Up, Closing based On Client Confirmation.
- Configure different types of router and troubleshooting (Netgear, Mikrotik, Tplink etc).
- Understanding Network, Identifies Problem, troubleshoots and providing Technical Support remotely or Physical Presence on Client/User End.
- Network Monitoring: Monitor & analyzes Backbone and other network activity Using Nagios,Libre

Vendor Certification

Cisco Certified Network Associate (CCNA)
Cisco Id: 22J7MHTF1CQ1Q133, Validity: Aug, 2023

Education

- **BSc in Computer Science and Engineering**   [Jan,2020]
  Department of Computer Science
  American International University Bangladesh
  CGPA: 3.32 out of 4.00

- **Higher Secondary Certificate**   [2015]
  Govt.Science College
  GPA: 4.75 out of 5.00

- **Secondary School Certificate**   [2013]
  Govt.Science College Attached High School
  GPA: 5.00 out of 5.00

Professional Courses

Cisco Certified Network Associate (AIUB Continuing Education Center)   [July, 2019-Dec, 2019]

Introduction to Cyber Security (AIUB Continuing Education Center)   [April, 2020]

Ethical Hacking (Udemy)   [May, 2020]

RHCSA (RedHat Certified System Administrator)   On going

Key Skills

- **Network Tools:** Cisco Packet Tracer**.**
- **Development Tools:** Visual Studio, Code Blocks, Notepad++.
- **Operating System:** Windows XP/7/8/8.1/10, Linux.
- **Office Packages:** MS Word, MS Excel, MS Power Point.

Extra-Curricular Activities

- Participated in Cisco Networking Academy Skills Competition Bangladesh

Interests

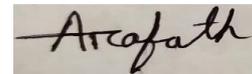- Big Network Design and Network Monitoring
- System Administration

Personal Information

Father's Name	**:**	Israil Hossain
Mother's Name	**:**	Nilufar Yeasmin
Present Address	**:**	35,East Razabazar,Dhaka
Date of Birth	**:**	01/01/1997
Marital Status	**:**	Not married
Gender	**:**	Male
Religion	**:**	Islam
Permanent Address	**:**	158/1 GPJ Mohakhali, Dhaka.

References

DR. DIP NANDI	**MD. NAVID BIN ANWAR**
Associate Professor, Director	Assistant Professor
Department of Computer Science	Department of Computer Science
Faculty of Science & Technology	Faculty of Science & Technology
American International University-Bangladesh	American International University-Bangladesh
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I am Ishraque Arafath, hereby declare that all the information mentioned above are true.

Signature