

**Name**

MD ASHRAFUL HAKIM KHAN
SIDDIQUEE

Nationality

Bangladeshi

Birth Date

February 5, 1993

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GitHub

<https://github.com/ashrafkhan007>

WORK EXPERIENCE

11/2020 - 12/2023

Joy & 3 Stars Pvt. Ltd.

IT Support Engineer

Address: 7/9, Block-B, Lalmatia, 1207, Dhaka, Bangladesh.

Provided technical support for hardware, software, and network issues.

Installed, configured, and maintained IT infrastructure and peripherals.

Monitored system performance, security, and updates.

Managed user accounts and access control (Active Directory).

Assisted in software/hardware deployments and troubleshooting.

Documented technical issues and provided user training.

EDUCATION

10/2022 - ongoing

Master of Engineering in Information and Communications Engineering

Berliner Hochschule für Technik

Address: Luxemburger Street 10, 13353, Berlin, Germany

09/2018 - 04/2022

Bachelor of Science in Electrical & Electronic Engineering

Prime University

Address: 114/116 Mazar Road, Mirpur 1, 1216, Dhaka, Bangladesh

TRAINING & CERTIFICATION

09/2023

Technical Support Fundamentals

Coursera (Google IT)

08/2022 - 01/2023

CCNA (Cisco Certified Network Associate)

Cisco

KNOWLEDGE AND INTERESTS

Linguistic proficiency

English (fluent)

German (basic knowledge)

IT knowledge

Microsoft 365, Programming Language: Python,

Operating System: Windows, Linux, Mac, Android, IOs.

VMs: VMware, Oracle VM VirtualBox

Interests

Reading, Hiking, Sports (Chess and Jogging)

Berlin, January 7, 2025