

Najat Ul Nafi (Bitto)

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PROFESSIONAL SUMMARY:

Performance-driven Network & IT Support Engineer with hands-on experience in corporate enterprise IT operations, high-pressure NOC troubleshooting, and network administration. Skilled in deploying and maintaining multi-vendor routing and switching environments (Cisco, MikroTik, OLT) and proactive monitoring systems. Experienced as an ISO 9001:2015 QMS Internal Auditor, possessing a unique capability to combine core networking, SOP compliance, and custom software automation (AI-assisted / Vibe coding, Python, Google Apps Script) to optimize enterprise IT systems and maintain 99.9% network reliability.

CORE TECHNICAL COMPETENCIES:

- **Network Infrastructure:** BGP, NAT, VLAN, VPN (IP/EoIP/L2TP), Routing & Switching, TCP/IP, DNS/DHCP.
- **Hardware & Vendor Management:** Cisco Routers/Switches, MikroTik Routers, BDCOM / Nexus Switches, OLT & ISP Setup, FTTx Infrastructure.
- **Systems & Monitoring:** LibreNMS, Zabbix, Cacti, Nagios, SolarWinds, Windows Server, Linux, NAS Storage, CCTV & Access Control.
- **Automation & Software Development:** Python, Google Apps Script (GAS), AI-Assisted (Vibe) Coding, Custom Web Apps & ERP Frameworks, Google Sheets API.
- **Quality Management & IT Service:** ISO 9001:2015 QMS Internal Auditing, IT SOP Compliance, L1/L2/L3 Escalation Support, IT Asset Inventory Tracking.

EMPLOYMENT HISTORY:

1. Jr. IT Support Engineer (August 2025 – Present)

CEMS Bangladesh, House- Cha-70 Bir Uttam Rafiqul Islam Ave, Dhaka 1212.

Duties/Responsibilities:

CEMS Bangladesh is a leading **B2B exhibition and event management company** in Bangladesh, organizing international trade fairs, conferences, and business networking events. The organization ensures smooth operations through reliable IT infrastructure and continuous adoption of modern technologies. My Duties/Responsibilities as a **Jr. IT Support Engineer** are:

- > Provide day-to-day IT support for smooth office and event operations.
- > Research, analyze, and conduct R&D on emerging technologies to enhance systems.
- > Implement and test new technologies within **AamarTech** (sister concern).
- > Deploy and support IT systems, tools, and platforms from R&D initiatives.
- > Install, configure, and maintain **computers, laptops, printers, CCTV, NAS, and Windows Server environments**.
- > Actively serve as an Internal Auditor in the corporate QMS Audit team, conducting audits and ensuring departmental IT compliance with **ISO 9001:2015** standards.
- > Troubleshoot hardware, software, server, and network-related issues.
- > Support **LAN, Wi-Fi, internet connectivity**, and access control systems.
- > Assist with user account management, email configuration, and Windows Server services.
- > Provide **Level 1 & Level 2 technical support** and escalate issues as needed.
- > Maintain IT asset inventory, documentation, implement records, and ensure IT security best practices.

2. IT Consultant (Remote)

(June 2024 – Present)

Shunte Chai Speech and Hearing Point, Thanthania, Bogura.

Duties/Responsibilities:

Shunte Chai Speech and Hearing Point is **Health Consultancy Center** in Bogura. They provide speech and hearing training programs & patient care/consultancy. As an IT Consultant, I manage their IT infrastructure. Such as,

- >ERP system, Database, CCTV,
- >Social media, Poster design, Social Media post boosting,
- >Also maintain their website.

3. Jr. Engineer (NOC)

(October 2023 – July 2025)

Xi Tech BD, House:4, Road:4, DIT RD, Malibag, Dhaka-1217.

Duties/Responsibilities:

Xi Tech BD is **Network Solution Company** in Bangladesh. They provide the network solutions and essential training programs on Networking Fundamental & Network Planning. They solve various network related problems of corporates and ISPs. Furthermore, they also do network planning. My Duties/Responsibilities as a **Junior Engineer NOC** are:

- > Planned, deployed, and maintained client network infrastructure.
- > Monitored bandwidth and network performance using **Cacti, LibreNMS, Zabbix, Nagios, SolarWinds, and Upstream MRTG**.
- > Configured and managed **MikroTik routers** (BGP, tunneling, NAT, VPN, bonding).
- > Configured **Nexus & BDCOM switches** (LACP, VLAN, port configuration).
- > Deployed and maintained network monitoring servers and IT infrastructure.
- > Handled **Level 1–3 network troubleshooting**, including remote fault diagnosis.
- > Managed **L2/L3 NOC tickets** and coordinated with multiple upstream providers.
- > Performed on-site data center/server room support with senior engineers.
- > Prepared **monthly and annual technical reports** and followed roster-based NOC shifts.

4. Infographics Designer (Remote)

(September 2022 – February 2024)

10 Minutes School, Mohakhali DOHS, Dhaka.

Duties/Responsibilities:

10 Minutes School is a national Learning platform. As an Infographics Designer at 10 Minutes School, I have successfully developed their course study material. I've completed 100+ projects with them.

KEY TECHNICAL PROJECTS:

• Lite ERP & Network Inventory System

> **Description:** Built a full-stack, lightweight web application utilizing Google Sheets as a backend database to track enterprise hardware lifecycles, IP assignments, and domain management.

> **Impact:** Replaced manual entries with automated validation protocols for tracking critical IT assets.

• AI-Assisted Network Automation Scripts (AI-Assisted Automation)

> **Description:** Developed custom automation scripts using AI tools and Python/Google Apps Script to parse network logs and automatically flag anomalies in device configurations.

> **Impact:** Decreased routine network log inspection time by delivering automated alerts to the NOC email group.

ACADEMIC BACKGROUND:

• B.Sc. in Computer Science & Engineering (CSE) - Evening

University Of South Asia | Running

• Diploma in Computer Science & Technology

Feni Computer Institute | CGPA: 3.86 out of 4.00 | Passing Year: 2023

• Secondary School Certificate (S.S.C)

Karatoa Multimedia School & College, Bogura | CGPA: 4.67 out of 5.00 | Passing Year: 2019

TRAINING/CERTIFICATION:

(Extensive hands-on institutional training covering industry-standard technologies)

- **ISO 9001:2015 Quality Management System (QMS)** – Internal Auditor Training
- **Industrial Attachment on CCNA, MTCNA, MTCRE, FTTx & CCTV** | Technology Palli, Dhaka (3 Months)
- **Professional Network Engineer Course (CCNA, MTCNA, OLT & ISP Setup)** | Telnet IT Institute (120 Hours)
- **Workshops on Certified Ethical Hacker (CEH), CompTIA CySA+, and CyberSAFE** | DASPIB (Hybrid)

AWARDS/HONORS

- **President's Scout Award (2017):** This is the highest award of Bangladesh Scouts.
- **National Service Award (2019):** The National Service Award is given by Bangladesh Scouts. This award is given for various social service works.
- **Number to The National Service Award (2020):** The National Service Award is given by Bangladesh Scouts. This award is given for various social service and adventurous activities.

PERSONAL DETAILS:

Name : Najat Ul Nafi
Date of Birth : 3rd July 2004
Gender : Male
Blood Group : O+ ve
Permanent Address : Naruli, Bogura Sadar, Bogura, 5800.

REFERENCE:

Reference 1:

Name : MD. Nazam Uddin Sohel
Organization : Technology Palli
Designation : Chief Executive Officer
Worldwide Professional Vendor Certified:
(CCNA, CCNP (ENP), MCSA, MCP, MCSE, ITIL-4,
MTCNA, MTCRE, MCT, CSCU)
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Reference 2:

Name : Md. Mahatab Uddin
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Najat Ul Nafi
Date: