Najat Ul Nafi (Bitto)

Network & IT Support Engineer

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01 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.

02 CORE TECHNICAL COMPETENCIES

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

03 EMPLOYMENT HISTORY

1. Jr. IT Support Engineer

CEMS Bangladesh, Dhaka | August 2025 - Present

- Provide day-to-day IT support for smooth office and event operations.
- Deploy and support IT systems from R&D initiatives; install and maintain computers, CCTV, NAS, Windows Server.
- Serve as Internal Auditor in the corporate QMS Audit team, ensuring IT compliance with ISO 9001:2015.
- Provide Level 1 & Level 2 technical support and maintain IT asset inventory.

2. IT Consultant (Remote)

Shunte Chai Speech and Hearing Point, Bogura | June 2024 - Present

- Manage ERP system, database, CCTV, social media, and website for this health consultancy center.

3. Jr. Engineer (NOC)

Xi Tech BD, Dhaka | October 2023 - July 2025

- Planned, deployed, and maintained client network infrastructure; monitored bandwidth via Cacti, LibreNMS, Zabbix.
- Configured MikroTik routers (BGP, tunneling, NAT, VPN, bonding) and Nexus/BDCOM switches (LACP, VLAN).
- Handled Level 1-3 network troubleshooting and managed NOC tickets across multiple upstream providers.

4. Infographics Designer (Remote)

10 Minutes School, Dhaka | September 2022 - February 2024

- Developed course study material; completed 100+ design projects for this national learning platform.

04 KEY TECHNICAL PROJECTS

IT Infrastructure, QA Portal & Broadcasting Management WPSA-BB International Technical Seminar 2026

IT Operations, Network Management, Event Technical Architecture

Description: Managed end-to-end technical planning, venue IT infrastructure, and digital operations for the WPSA-BB International Technical Seminar 2026 at Radisson Blu Water Garden, Dhaka (October 3, 2026):

• Architected the overall IT and technical execution plan tailored to international seminar standards.
• Designed the architectural workflow and actively managed the live Q&A portal for seamless speaker-audience engagement.
• Planned, configured, and maintained high-speed, secure venue networking and connectivity across all operational areas.
• Executed live broadcasting and media feeds with synchronized AV and presentation setups.
• Delivered real-time system monitoring, technical troubleshooting, and coordinate-level support throughout the event.

Impact: Delivered zero-downtime network connectivity, flawlessly routed interactive Q&A sessions between delegates and global speakers, and ensured high-quality live broadcasting throughout the seminar.

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IT Infrastructure & Live Broadcasting UN Women National Action Plan Workshop

IT Support, Live Broadcasting, Network Operations

Description: Delivered complete venue IT infrastructure, high-density network management, and professional broadcasting support for the "UN Women: Developing a Next Generation National Action Plan" workshop held at Bangladesh-China Friendship Exhibition Center (6–7 September 2026):

• Planned, configured, and maintained secure, high-speed network connectivity throughout the 2-day national program.
• Handled live video broadcasting and multi-platform live streaming with seamless audio/video line coordination.
• Deployed and monitored digital workstations, presentation screens, and coordinator systems across the venue.
• Provided instant on-site troubleshooting and technical support for delegates, speakers, and event management teams.

Impact: Maintained 100% network availability and stable, glitch-free live broadcast transmission across both days, enabling seamless coordination for international delegates and uninterrupted session workflows.

IT Infrastructure | Live Broadcasting | Network Management | OBS Studio | Event IT Support | Streaming Operations | Technical Troubleshooting

Live Broadcasting Management MICE 1st General Meeting

IT Support, Live Broadcasting, Media & Network Operations

Description: Delivered complete on-site IT support, network management, and professional broadcasting for the 1st General Meeting of MICE:

• Managed and maintained the complete venue IT infrastructure ensuring stable, high-speed connectivity for attendees and organizers.
• Executed live video broadcasting and multi-platform live streaming throughout the general meeting sessions.
• Managed audio/video feeds, screen projection interfacing, and streaming equipment setup.
• Provided instant technical troubleshooting, device coordination, and on-ground operational support.

Impact: Ensured smooth, glitch-free live transmission and zero network downtime, providing a seamless viewing experience for both on-site delegates and online participants.

Live Broadcasting | Video Streaming | IT Infrastructure | Network Support | OBS Studio | Event IT Management | AV Coordination | Troubleshooting

Expo IT Infrastructure & Operations Management (JanJune 2026)

IT Support, Network Operations, Mega Event Management

Description: Managed full-cycle IT infrastructure deployment, network architecture, and real-time operational support across major international expos and trade shows (Jan–June 2026):

• 25th Dhaka International Fabric Show (DIFS)
• 17th Meditex Bangladesh International Expo

• 9th International Health Tourism & Services Expo
• 9th Food Bangladesh International Expo
• 9th Agro Bangladesh International Expo & Poultry/Livestock Expo
• 19th Dhaka Motor Show 2026

Key Responsibilities:
• Planned, configured, and deployed venue-wide high-density networking and Wi-Fi infrastructure.
• Provisioned and monitored critical devices, POS systems, and registration check-in terminals.
• Provided on-ground IT monitoring, real-time troubleshooting, and connectivity support for global exhibitors and organizers.
• Coordinated technical operations across multiple halls to maintain uninterrupted digital workflows.

Impact: Delivered 100% network uptime and robust technical continuity across 6 multi-day international expos, ensuring seamless connectivity and frictionless operational support for thousands of exhibitors, delegates, and visitors.

IT Infrastructure | Network Deployment | Event Management | Device Deployment | On-site Troubleshooting | Network Monitoring | Systems Coordination

Technical Support & Drone Cinematography UN Women National Learning Sharing Workshop

IT Support, Drone Cinematography, Technical Operations

Description: Provided technical operations and visual documentation for the UN Women National Learning Sharing Workshop:

• Maintained venue-wide IT infrastructure and high-speed network connectivity for attendees, presenters, and coordinators.
• Operated professional drone flights to capture dynamic aerial footage and cinematic b-rolls of the workshop venue and activities.
• Delivered on-site technical assistance, device interfacing, and real-time troubleshooting throughout the sessions.

Impact: Ensured 100% IT stability for critical workshop sessions while delivering high-quality aerial visual assets for event reporting, documentation, and media coverage.

Drone Operations | Aerial Cinematography | IT Infrastructure | Network Support | Event Management | Technical Troubleshooting

Event IT Infrastructure Management Delta Award for Architecture Inauguration Ceremony

IT Support, Live Streaming, Network Operations

Description: Delivered complete on-site IT support, venue infrastructure maintenance, and live broadcasting for the prestigious Delta Award for Architecture event:

• Deployed and maintained a reliable venue-wide IT and network infrastructure for event organizers, guests, and media desks.
• Managed and executed high-definition Facebook Live streaming of the award ceremony with seamless audio/video integration.
• Handled real-time technical troubleshooting, connectivity management, and device coordination throughout the program.

Impact: Ensured smooth and uninterrupted live broadcasting to digital audiences while maintaining stable network connectivity and zero IT disruption during the entire award ceremony.

IT Support | Network Infrastructure | Facebook Live | OBS Studio | Live Streaming | Event Management | Technical Troubleshooting

Expo & Event IT Infrastructure & Operations Management (2025 Highlights)

IT Support, Network Operations, Event Technical Management

Description: Delivered end-to-end IT infrastructure deployment, networking, and real-time operational support across major high-profile expos and academic events in 2025:

• 24th Textile Series Exhibition (4 Days, Purbachal): Deployed and maintained robust network architecture and on-site IT operations for international exhibitors and attendees.
• ULAB University Convocation: Provided comprehensive IT support, device deployment, audio/video data line coordination, and technical management for seamless ceremony execution.
• Power Series, Build Series, Real Estate & Water Bangladesh Expo (3 Days, ICCB): Managed venue-wide IT infrastructure, registration counters, and live Facebook broadcasting.

Key Responsibilities:

• End-to-end network deployment, Wi-Fi coverage, and routing management.
• Real-time system monitoring, hardware provisioning, and on-site troubleshooting.
• Managing registration counters, POS/scanning setups, and live stream coordination.

Impact: Maintained 100% network uptime and seamless operational continuity across multiple multi-day mega events, ensuring zero technical downtime for thousands of visitors, delegates, and international exhibitors.

IT Infrastructure | Network Deployment | Event IT Support | Routing & Switching | Troubleshooting | OBS Studio | Live Streaming | Registration Desk Management

AI-Assisted Network Automation Scripts

Automation, Monitoring

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 Telegram group.

Python | AI Vibe Coding | NOC Auto-Alerts | Zabbix

Lite ERP, ISP Billing, IT Inventory System

Automation, Software

Description: Built a full-stack, lightweight web application utilizing Google Sheets/MySQL as a backend database to track enterprise hardware lifecycles, IP assignments, ISP billing, ERP and domain management etc

Impact: Replaced manual entries with automated validation protocols for tracking critical IT assets, Manage Billing, QMS report.

Google Sheets API | Apps Script | Custom Web App

New network device setup & configuration

Network Device Configure, Server Management

Cisco | Mikrotik | Network

Network Rack Revamp Kishoreganj

Network Infrastructure

Description: A complete network rack overhaul for a client site in Kishoreganj — transforming a cluttered, tangled setup into a clean, well-organized, and scalable infrastructure. The project focused on making the rack easier to maintain, cooler to run, and ready for future capacity growth.

Impact: Improved cable management and airflow, proper labeling & segmentation of all runs, optimized rack space usage, and a layout built to scale for future upgrades — turning a maintenance headache into a reliable, professional setup.

Cisco | Fiber Optics | Rack Management | Cable Management | Network Infrastructure

05 ACADEMIC BACKGROUND

- B.Sc. in Computer Science & Engineering (Evening) - University Of South Asia - Running
- Diploma in Computer Science & Technology - Feni Computer Institute - CGPA 3.86/4.00 - 2023
- Secondary School Certificate (S.S.C) - Karatoa Multimedia School & College, Bogura - CGPA 4.67/5.00 - 2019

06 TRAINING & CERTIFICATION

- ISO 9001:2015 Quality Management System (QMS) - Internal Auditor Training
- Industrial Attachment on CCNA, MTCNA, MTCRE, OLT & 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

07 CERTIFICATES

- CCNA, MTCRE, MTCNA, CCTV & FTTx - Technology Palli (2023)

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Certified Ethecal Hacker (CEH) Course - DASPiB (2022)

- Cyber Safe - DASPiB (2022)

08 AWARDS & CO-CURRICULAR ACTIVITIES

- President's Scout Award - Bangladesh Scouts (2017): This is the highest award of Bangladesh Scouts.
- National Service Award - Bangladesh Scouts (2019): Given by Bangladesh Scouts for various social service works.
- Number to The National Service Award - Bangladesh Scouts (2020): Given by Bangladesh Scouts for various social service and adventurous activities.
- Info Graphics Designer - 10 Minutes School (2024)