

Sifat Hasan Wakib

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PROFESSIONAL SUMMARY

Network engineer with 1.5 years of ISP Network Operations Center (NOC) experience and 1+ year providing real-time remote support to field technicians for a major U.S. telecom carrier. Hands-on with MikroTik and Cisco routing and switching, BGP/OSPF, OLTs, and network monitoring (LibreNMS, Nagios, Cacti). Proven in fault isolation across Internet, VoIP and IPTV services, with a 90% average first-call resolution rate.

TECHNICAL SKILLS

Routing & Switching: BGP, OSPF, VLAN, NAT, DHCP, DNS, PPPoE, RADIUS, VPN, QoS, IP addressing, TCP/IP

Access & Fiber: GPON/FTTH, OLTs, ONTs, VDSL/ADSL, residential gateways, fiber splicing, OTDR, optical power meters

Hardware: MikroTik routers (RouterOS), Cisco switches, wireless access points

Monitoring & Tools: LibreNMS, Nagios, Cacti, Wireshark, SNMP, Syslog, Winbox, PuTTY, AnyDesk, ping/traceroute/MTR

Services: Broadband Internet (sync, throughput, intermittent service), VoIP (SIP, RTP), IPTV

Operations: Incident management, escalation handling, CRM ticketing, M&P-based troubleshooting, network documentation

Systems: Windows Server, Linux (Ubuntu), VMware, GitHub, Jira

WORK EXPERIENCE

Associate – IT Helpdesk | Sutherland Global Services

May 2025 – Present

Tech: Internet connectivity & DSL sync, VoIP, IPTV, M&P troubleshooting, CRM ticketing, escalation management

- Provide real-time remote support to field technicians dispatched to residential and business customer sites and open access provider locations for a major U.S. telecom carrier, handling 30–50 calls daily.
- Diagnose and resolve Internet, VoIP and IPTV issues, including no sync, sync with no service, slow browsing, intermittent service, static IP and website access issues, dial tone and call failures, and set-top box misconfigurations.
- Maintain a 90% average first-call resolution rate across residential and business accounts through targeted probing, review of technicians' prior troubleshooting, and standardized Methods & Procedures (M&P).
- Escalate issues requiring higher-level tool access to support and escalation teams, creating escalation tickets with complete case documentation.

Network Engineer, Network Operations Center (NOC) | InfoLink Limited, Dhaka, Bangladesh

Jan 2021 – Jul 2022

Tech: MikroTik RouterOS, Cisco, OLTs, BGP, OSPF, LibreNMS, Nagios, Cacti, PuTTY, AnyDesk

- Monitored backbone links, network devices and hardware performance with LibreNMS, Nagios and Cacti, detecting faults and failover events and taking corrective action to restore availability.
- Configured, maintained and troubleshooted routers, switches, wireless access points and OLTs using MikroTik RouterOS and PuTTY/CLI.
- Resolved connectivity and service issues for residential customers, business clients and International Internet Gateway (IIG) partners through systematic troubleshooting and remote support, contributing to a 15% reduction in customer churn.
- Coordinated with upstream Internet and telecom providers to establish connections, implement network changes and resolve infrastructure issues.
- Led a team of fiber technicians, managed support tickets in an internal CRM, coordinated field assignments, and remotely guided technicians during service restoration.
- Provided on-site support for Point of Presence (PoP) infrastructure, and performed preventive maintenance and disaster recovery work to maximize uptime.

Technical Support Engineer (Intern) | InfoLink Limited, Dhaka, Bangladesh

Oct 2020 – Dec 2020

- Provided remote and on-site support for customer network issues, including router and switch installation, and assisted system administrators with site visits to maintain network performance.

Grocery Clerk & Receiver | Real Canadian Superstore, Windsor, ON

Oct 2023 – Present

- Receive and verify shipments, manage inventory, and assist customers in a fast-paced retail environment.

PROJECTS & PUBLICATIONS

Traffic Flow Steering Algorithm for Hybrid Terrestrial-Satellite Backhaul Network | ACM ICCA '22

- Developed a traffic steering algorithm that improves latency, throughput and link stability in hybrid terrestrial-satellite backhaul networks for remote areas.

Blockchain Armor: Safeguarding Against DDoS Attacks | Academic research

- Proposed a blockchain-based approach to mitigating DDoS attacks and improving uptime in decentralized networks.

EDUCATION

Master of Applied Computing | University of Windsor, Windsor, ON

Sep 2023 – Dec 2024

Bachelor of Computer Science & Engineering | AIUB, Dhaka, Bangladesh

Jan 2017 – Dec 2020