Joy Dash

Support Engineer — Corporate Network Operations & Enterprise IT Infrastructure

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PROFESSIONAL SUMMARY

Support Engineer in corporate network operations and enterprise IT infrastructure at a nationwide ISP, with hands-on MikroTik (BGP, OSPF, PCC/PCQ), FTTH/OLT and NOC incident-management experience under strict SLAs. MTCNA certified, completing a B.Sc. in Computer Science & Engineering — aligned with mission-critical Banking IT infrastructure, branch network reliability and NOC operational excellence.

PROFESSIONAL EXPERIENCE

Support Engineer · Carnival Internet — Jan 2026 – Present

A Brand of Systems Solutions & Development Technologies Ltd. (SSD-TECH)

- Provide Tier 2/3 technical support for high-value corporate and retail subscribers under strict SLA timelines.
- Configure and maintain core MikroTik routers — PCQ for equitable bandwidth allocation and PCC for multi-WAN load balancing to maximise uptime.
- Administer BDCOM OLT platforms: provision GPON/EPON interfaces, manage ONU registrations and diagnose optical power loss.
- Monitor network health alerts, isolate bottlenecks, and coordinate NOC, transmission, field and gateway teams on fiber cuts and upstream routing anomalies to shorten time-to-repair.
- Own the incident lifecycle: ticket logging, fault prioritisation, escalation, live status updates and post-incident root-cause documentation.
- Assist with data center integrity — rack layouts, structured cabling, patch panel management and proactive hardware health monitoring.

Deputy Assistant Engineer (FCR) · Triangle Services Limited — Sep 2024 – Jan 2026

- Diagnosed and resolved customer connectivity faults and L2/L3 issues, collaborating with NOC and field teams to escalate complex network faults.
- Monitored network performance and reported service disruptions, contributing to improved SLA compliance.
- Configured and maintained CPE devices (routers, modems) and guided customers through setup and diagnostics.
- Provisioned new connections and verified correct service activation.
- Maintained detailed ticket documentation, logs and reports to surface recurring problems and recommend improvements.

Data Center Intern (Networking) · One Sky Communications Limited — Jul 2024 – Sep 2024

- Trained in OLT management, IPv4 addressing, subnetting, VLAN configuration and real-time NOC fault monitoring.
- Collaborated on a team project to design and implement a new network for a client.
- Practised MikroTik OS, hardware and network troubleshooting, with a focus on bandwidth management.
- Received positive feedback from trainers, colleagues and team leaders.

CORE TECHNICAL COMPETENCIES

Enterprise Networking & Routing	MikroTik RouterOS · BGP · OSPF · PCC multi-WAN load balancing · PCQ bandwidth management · IPv4 / IPv6 & subnetting · NAT & firewalls · Cisco router configuration
Access, Switching & Monitoring	VLANs & trunking · L2/L3 diagnostics · Cisco switching · BDCOM OLT · GPON / EPON · ONU provisioning · Fiber testing & splicing basics · Zabbix · PRTG · Wireshark · Nmap

Systems, Servers & Data Center	Windows Server (AD, DNS, DHCP, GPO) · RAID 0/1/5/10 · Windows & Linux OS setup · Structured cabling · Patch panels & rack layouts · CCTV (DVR / NVR) · CPE & IP telephony
Security, Incident & Documentation Practices	Incident lifecycle & escalation · Root-cause analysis (RCA) · SLA tracking & reporting · Ticketing systems · VLAN segmentation & isolation · Cybersecurity awareness · Technical documentation

SELECTED PROJECTS

LAN Design & Implementation with MikroTik Router & Cisco Switch Sep 2024
Hands-on experience configuring and bringing up WAN and LAN segments across mixed MikroTik and Cisco hardware.

Organization Network Design with Cisco Packet Tracer Aug 2024
Built the routing and switching foundation later applied to day-to-day NOC and enterprise support work.

CompTIA A+ Hardware — Network & Server Practical Labs Jul 2024
Broad, hands-on infrastructure grounding spanning desktops, servers, cabling and monitoring tools.

Corporate Office CCTV Setup & Configuration Jul 2024
Fully installed and configured system covering all key areas, regularly maintained to ensure optimal performance.

CERTIFICATIONS & TRAINING

MikroTik Certified Network Associate (MTCNA) VENDOR	MikroTik
CompTIA A+	New Vision Information Technology Limited
Cybersecurity Awareness: Cybersecurity Terminology & The Cybersecurity Threat Landscape	LinkedIn Learning
Diploma in Computer Science (Short Course)	Bangladesh Computer Education Development Society (BCEDS)
Professional Graphic Design	Creative IT Institute
Professional Online Digital Marketing	UY LAB

EDUCATION

B.Sc. in Computer Science & Engineering	Uttara University — Department of CSE, School of Science & Engineering Fall 2024 – Present · 7th semester running (Fall 2026)
Diploma in Computer Engineering	Shamshun Nahar Haroon Private Polytechnic Institute — Department of Computer Technology · BTEB 2020 – 2024 · CGPA 3.45 / 4.00

LANGUAGES

Bangla — native · English — professional working proficiency