



Muhammad Siam

Contact



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48/1, Nagarpara, Rupganj,
Narayanganj

Education

- **Diploma in Computer Science and Technology (In Progress)**
Narayanganj Polytechnic Institute
7th Semester
- **Secondary School Certificate**
Kazi Abdul Hamid High School

Soft Skills

- Problem-Solving
- Communication
- Teamwork
- Customer Service
- Adaptability
- Time Management
- Critical Thinking
- Attention to Detail
- Work Ethic
- Multitasking
- Leadership
- Patience
- Decision Making
- Learning Agility

Muhammad Siam

Signature

About Me

I am a motivated professional with over five years of experience in the IT sector. Currently pursuing a Diploma in Computer Science and Technology. I am passionate about making a positive impact in everything I do.

Experience

KM TECH ISP SOLUTIONS

Senior Network Engineer

2021 - 2025

- Provided technical support and NOC services to over 100 ISPs, ensuring stable, secure, and high-performance network operations.
- Managed end-to-end network infrastructure, including emergency device configurations, real-time monitoring, and proactive troubleshooting.
- Handled client communications directly, addressing configuration requests, service issues, and technical complaints with timely, effective solutions.
- Participated in network and bandwidth planning to optimize service delivery across various ISP environments.
- Designed, configured, and maintained routing, switching, and security systems to meet client-specific requirements.

Technical Skills

- Office Suite: MS Word, MS Excel, Google Sheets, Google Docs, MS PowerPoint
- Design Tools: Adobe Illustrator, Canva
- Networking Tools: Winbox, Cisco Packet Tracer, LibreNMS, Dude, Cacti
- Email Communication: Proficient in sending and managing emails
- AI Tools: Highly skilled in using AI tools to enhance work efficiency