

ABIDUR RAHMAN

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OBJECTIVE

I am an ambitious system administrator with a cloud computing technologies post graduate degree and certifications. I am a passionate analyst with a proven track record of designing, building, automation and managing cloud-based applications with an emphasis on improving developer experience, such as Container, Docker and Kubernetes. I am open to new opportunities to grow in my career path, develop my personal and technical skills while achieving the company's goals.

HIGHLIGHT OF QUALIFICATIONS

- Hands on experience in M365 and Google Workspace Administration (GWS/G-suite) Google Cloud Platform consumption as a system administrator.
- More than six years of experience in data analytics, system admin, product development, automation and internal IT support with data analytical skills.
- Proven effective communication, and leadership skills gained as a Partner Advisor; ability to work in dynamic and high-demand environments both independently and in a team with strong analytical and problem-solving skills.
- Received best performance corporate awards for the by achieving targets and client satisfaction.

TECHNICAL SKILLS

- Database: **SQL Developer** (Oracle), **Tableau**, **Power BI**, Big Query, Looker
- Programming Language/Code: **Python**, **C#**, JavaScript, HTML/CSS, **Bash**, Powershell
- Networking: **CCNA**, Cisco Packet Tracer, DNS, TCP/IP
- Cloud Computing Platform: **Azure** (blob, VM, VNet), **AWS** (EC2, S3), **GCP** (GCE, storage)
- Technologies and Tools: **VSCode**, **React**, WebAPI, JSON, Git
- Collaboration Tools: **Slack**, Jira, Asana, **Notion**, **Teams**

EDUCATION

Cloud Computing Technologies at George Brown College | Toronto, ON **January 2024 – April 2025**

- Operating Systems, Advanced Linux, Enterprise Administration, Enterprise Mobility and Security, Azure Administrator, Azure Architect, Microsoft Azure Security AWS Cloud Practitioner, AWS Solutions Architect, AWS Security

Business Analysis (IIBA) at University of Toronto | Toronto, ON

September 2022 – April 2023

International Academic Qualifications (WES Evaluation) - Finance

4 years Bachelor

Bachelor & Master of Business Administration at Bangladesh University of Professionals

January 2015 - April 2022

PROFESSIONAL EXPERIENCE

System Administrator

July 2024 – Present

Samaha | Toronto, ON

- Configuring and documenting the onboarding and offboarding process for users by RBAC and SSO with best practice.
- Setup a CDN (AWS CloudFront) distribution to substantially reduce response times and direct calls to S3.
- Provisioning Disaster Recovery by maintaining Hybrid Cloud environment.
- Tracking company expenditures, analyzing financial statements and creating reports with Tableau for stakeholders.
- Troubleshooting Teams, Exchange, user accesses, SharePoint and managing communication sites of the organization by regularly managing the sites and channels.

Partner Advisor

September 2022 – Present

Teleperformance (Supporting Google) | Toronto, ON

- Supporting the partner's GCP console by monitoring activities to make the portal active for operation teams.
- Solving tickets and responding to partner clients' issues by providing technical support to end -users in GWS, GCP.
- Evaluating Mandiant (SecOps) cyber security solutions for clients by demand generation.
- Developed a dashboard to follow up pipelines, ACV, and performance in Salesforce.
- As Sr. Enterprise Business Development Representative assisted Team Lead in leading the team of 13 BDRs to generate sales through salesforce and managed & motivated them to achieve 130% target while achieving mine.

System Admin and Operation Analyst

May 2019 – August 2022

All Nation Uniform Ltd. | Dhaka, Bangladesh

- Provisioned company's server and configured company devices while managing Public and Private Networks.
- Implemented Business Process Automation and developed KPI tracker to preset reports and insights to stakeholders.
- Configured product tracking devices & managed websites by leading a team of 7 members as a Product Manager.
- Provided IT service to clients by working as an IT support help desk and troubleshooting.
- Supported technical team to build websites using WordPress, VSCode and React.

PROJECTS

Automated Employee onboarding System

- With Microsoft Power Automate and forms automated the employee onboarding process

Video Downloader

- Built a video downloading system by writing Python codes. Then using Bash to access and download any videos from YouTube & other websites from the command line.

CERTIFICATIONS

- Hands-on Linux commands & Shell Scripting by IBM; IBM Cloud Computing; Cloud Digital Leader; GWS Administrator
- Azure Fundamentals (AZ-900); AWS Cloud Practitioner -Expected by January 2025