

# Mahmud Al Ashiq

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## Summary

I am a dedicated Computer Science and Engineering graduate with a strong passion for AI and machine learning. Proficient in object-oriented programming and database management. Experienced in providing level one technical support. In anything I accomplish, I try to do it to the best of my ability. I'm committed to finishing tasks on schedule.

## Technical Skills

- **Language:** C#, Python, PHP
- **Software Development:** .NET Framework, PL/SQL, N-Tier Architecture
- **Database Management:** MySQL, MS SQL Server, MongoDB
- **Tools & Technologies:** Git, Linux, Tensorflow, PyTorch

## Professional Experience

### IT Support Intern, Daraz (Alibaba Group), Oct 2024- Jan 2025

- Provided remote and on-site technical support, resolving software issues maintaining SLAs.
- Monitored and managed network infrastructure (Wi-Fi, ISP links, LAN).
- Managed IT tickets and resolved support requests promptly, maintaining service-level agreements (SLAs).

## Research Experience

- Thesis Paper (under publication): Medical Image Segmentation
- [SafeNet AI](#): Hybrid RAG System (ongoing), Edge AI (ongoing)
- [AMIR Lab](#): Medical Imaging GANs (ongoing)

## Projects

1. **Online Healthcare** [\[Link\]](#)
  - Developed a web-based healthcare portal for appointments, payments, and doctor-patient chat system.
  - **Backend:** PHP & MongoDB | **Frontend:** HTML, CSS, JavaScript.
2. **Project Management** [\[Link\]](#)
  - Developed a web-based application to manage project records with full Create, Read, Update, and Delete functionality.
  - **Framework:** Laravel | **Backend:** PHP | **Database:** MySQL
3. **Recreational Fund Management System** [\[Link\]](#)
  - Developed a database system for managing recreational funds using **PL/SQL**.
  - Implemented stored **procedures**, **cursors**, **functions**, and **triggers** for efficient data management.
4. **Face Recognition for Attendance System** [\[Link\]](#)
  - Developed a face recognition-based attendance system using CNN and transfer learning.
  - Collected and pre-processed facial data from class students to enhance model accuracy.
  - Utilized OpenCV for real-time face detection and recognition.

## Education

### American International University- Bangladesh [2021 – 2024]

Bachelor of Science in Computer Science and Engineering  
CGPA: **3.92** out of 4.00

### Govt. Tolaram College [2020]

Higher School Certificate (HSC)  
GPA: **5.00** out of 5.00 | Group: Science

## Achievements & Certifications

1. AIUB Dean's Honorable Mention-Spring 2023-24, Fall 2023-24, Spring 2022-23, Fall 2022-23, Spring 2021-22
2. AI, Machine Learning, and Deep Learning Research Program, [Mahdy Research Academy](#), 2024
3. AIUB CS FEST 2024- ICT Olympiad Top 5, 2024
4. Digital Marketing Basic to Advance, SR Dream IT, 2023

## References

### Md. Asraful Maola Tushar

Manager  
Network & Security  
Daraz (Alibaba Group)  
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### Dr. Debajyoti Karmaker

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