Mohammad Riazul Alam

Technical Consultant at Volvo Cars | Expertise in ServiceNow ITSM, Microsoft Azure, MFA, Active Directory, Network Security, and Web Development (C, C++, Python, JavaScript) | Passionate About Embracing New Technologies.

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Summary

With a master's in computer science specializing in Network Security and Data Networks, paired with a Bachelor's in Computer Science and Engineering, I have developed a strong academic foundation in IT systems, security, and web development. My passion for learning new technologies and solving complex challenges has driven me to gain proficiency in programming languages like C, C++, Python, JavaScript, HTML, and CSS. This commitment to growth is further reflected in my certifications, including Learning Linux Command Line and the globally recognized CISM certification.

Professionally, I bring over seven years of diverse experience in IT, with notable contributions in the automotive and education sectors. Currently, as a Technical Consultant at Volvo Cars, I oversee IT infrastructure, manage ServiceNow ITSM, and administer systems such as Microsoft Azure AD and Microsoft 365. My expertise includes software and hardware troubleshooting, managing security measures like MFA, BitLocker, and access control, and resolving issues across operating systems like Windows, MacOS, and Linux. I have also undertaken projects focusing on network security, system optimization, and operational efficiency.

Looking ahead, I aim to deepen my expertise in IT infrastructure and security while embracing emerging technologies. I am eager to contribute to innovative projects that enhance IT systems, improve user experiences, and drive organizational success. I am particularly drawn to roles that focus on cybersecurity, cloud technologies, and advanced IT management, where I can continue to grow and make meaningful impacts.

Professional Experience

Volvo Cars, Gothenburg, Sweden

Technical Consultant

July 2022 – Present

• Managed ServiceNow ITSM platform for documentation, application processing, permission management, and incident resolution across multiple teams.
• Oversaw Windows 10 to Windows 11 migration, ensuring smooth site transitions.
• Applied extensive ITIL knowledge to streamline processes and ensure efficient service delivery.
• Troubleshot and resolved Office 365 issues (Outlook, Teams, OneNote, OneDrive, SharePoint) and managed tools like Print Manager and Software Center.
• Delivered comprehensive software and hardware troubleshooting across various devices including laptops, MacBooks, phones, network printers, and smart boards.
• Managed user accounts through Microsoft Azure AD, including password management, role modifications, and BitLocker administration.
• Administered Multi-Factor Authentication (MFA), troubleshooting issues and ensuring security compliance.
• Conducted training for new support team members in Gothenburg and regional offices, improving onboarding efficiency.
• Managed MacBook records via MobileIron, overseeing enrollment, retirement, and resolving warranty issues in collaboration with AppleCare.
• Installed and maintained Linux systems, resolving Wi-Fi and display-related issues.

Föreningen Framstegsskolan, Gothenburg, Sweden

IT Consultant

April 2022 – June 2022

- Maintain Microsoft Office Education.

- Troubleshoot and solve all types of hardware and software problems for laptop, iPad, network printer, projector, smart board etc.

- Create, edit, delete emails under school domain and store all information about students and teachers in the cloud. Also fix their role and access in networks.

- Give full IT and network support to all branches of the school. Troubleshoot laptop, Ipad, smart board, Ipad cabinet, network printer, scanner, projector and fix problem.

- Any kinds of IT related problem for teacher, student and other stuff is troubleshoot and fixed by me.

- Planning a timeline for completion of projects.

- Training staff to use the new IT system.

Dynamic flow, Bangladesh

Web Developer

May 2016 – April 2019

- Develop new software solutions and improve existing solutions using C, C++, python, JavaScript.

- Troubleshooting and fixing errors in existing software (developed by C, C ++, python, JavaScript) solutions.

- Architecture software and service solutions to meet our customers' needs.

- Interact with clients and own staff in person and via phone calls, e-mail, etc.

- Developed standardized programming and documentation procedures.

SEAF, Dhaka, Bangladesh

Technology Analyst

September 2012 – April

2016

- Configure and maintain Active Directory, DHCP, DNS servers.

- Manage system access and maintain user accounts, passwords, data integrity and security.

- Develop and implement process improvements in how we build, secure, manage and

  maintain our desktop infrastructure.

- Document, support and automate operations and processes.

- Maintain accurate asset management records and inventory of equipment, software and

  other IT assets.

Prime Tech Solutions Ltd, Dhaka, Bangladesh

Software Engineer

September 2010 – August 2012

- Examines current asp.net application both MVC and core.

- Create or modify a new .net application.

- Both web and desktop base.

- Have experience work with C, C++, python, JavaScript.

- Find fault in existing system and solve it.

- Make the system more user friendly and add more spring, replace the old function.

- Create SQL database for the system and secure the connection.

Education

American International University-Bangladesh (AIUB)

Master's in computer science

2009 – 2011

Specialized in Network Security and Data Networks.

American International University-Bangladesh (AIUB)

Bachelor's in computer science and engineering

Focused on web design, C, C++, Java, artificial intelligence.

American International University-Bangladesh (AIUB)

Certifications

Learning Linux Command Line – LinkedIn, Issued April 2024

Skills

IT Support, ServiceNow ITSM Microsoft Office Education Active Directory Troubleshooting, Web Development (C, C++, Python), System Administration, Network Security

Languages

English, Swedish, Bengali.

Professional Associations

OMNILS Group AB https://omnils.se/