Mohammad Riazul Alam
Technical Consultant
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Professional Summary

Results-driven IT Specialist with over **7 years of experience** in IT infrastructure, security, and software development. Expertise in **ServiceNow ITSM, Microsoft Azure AD, Active Directory, MFA administration, and network security**. Proven ability to lead IT operations, optimize system performance, and enhance security compliance. Passionate about embracing **emerging technologies** and delivering innovative IT solutions. Strong background in **C, C++, Python, JavaScript, and web development**. Adept at troubleshooting, training, and IT process improvement, with a **CISM certification** and hands-on experience in **cloud technologies, system administration, and cybersecurity**.

Core Competencies

- IT Infrastructure & Security Management

- ServiceNow ITSM & ITIL Processes

- Microsoft Azure AD & M365 Administration

- Multi-Factor Authentication (MFA) & BitLocker

- Network Security & Cybersecurity

- System Administration (Windows, Linux, MacOS)

- Software & Hardware Troubleshooting

- Web Development (C, C++, Python, JavaScript, HTML, CSS)

- IT Process Optimization & Automation

- User Training & Technical Support

Professional Experience

Volvo Cars, Gothenburg, Sweden

Technical Consultant (July 2022 – Present)

- Lead IT service management via **ServiceNow ITSM**, ensuring efficient documentation, incident resolution, and permission management.
- Managed large-scale **Windows 10 to Windows 11 migration**, ensuring smooth deployment across multiple sites.
- Optimized IT support processes using **ITIL best practices** to enhance operational efficiency.
- Troubleshot and resolved complex issues across **Microsoft 365 suite (Outlook, Teams, SharePoint, OneDrive, OneNote)**.
- Administered **Microsoft Azure AD**, including user account management, password resets, role modifications, and BitLocker encryption.
- Configured and managed **MFA security policies**, enhancing cybersecurity compliance.
- Provided technical training and onboarding support for new IT staff.
- Oversaw **MacBook enrollment and security** via MobileIron and collaborated with AppleCare for warranty management.
- Deployed and maintained **Linux systems**, resolving OS-related issues.

Föreningen Framstegsskolan, Gothenburg, Sweden

IT Consultant (April 2022 – June 2022)

- Managed **Microsoft Office Education** and school IT infrastructure.
- Provided full IT support for laptops, iPads, network printers, smartboards, and projectors.
- Administered cloud-based **email and access management** for teachers and students.
- Delivered IT and network troubleshooting for multiple school branches.
- Conducted staff training on IT systems and security best practices.

Dynamic Flow, Bangladesh

Web Developer (May 2016 – April 2019)

- Designed and optimized **software solutions** using **C, C++, Python, JavaScript**.

- Debugged and improved existing web and software applications.

- Developed scalable **software architectures** tailored to client requirements.

- Provided **technical consultations** and client support for web-based solutions.

SEAF, Dhaka, Bangladesh

Technology Analyst (September 2012 – April 2016)

- Managed **Active Directory, DHCP, DNS** configurations and maintenance.

- Developed security policies to protect **user accounts, passwords, and system integrity**.

- Automated IT operations to enhance efficiency and reduce manual workload.

- Maintained IT asset inventory and software license management.

Prime Tech Solutions Ltd, Dhaka, Bangladesh

Software Engineer (September 2010 – August 2012)

- Developed and enhanced **ASP.NET applications (MVC & Core)**.

- Optimized system functionality and **troubleshot application performance issues**.

- Designed and secured **SQL databases** for high-performance applications.

Education

American International University-Bangladesh (AIUB)

- **Master's in Computer Science** (2009 – 2011)
  Specialization: Network Security & Data Networks

- **Bachelor's in Computer Science & Engineering**
  Focus: Web Development, C, C++, Java, Artificial Intelligence

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Certifications

- **Certified Information Security Manager (CISM)**

- **Learning Linux Command Line** – LinkedIn (Issued April 2024)

Technical Skills

- **IT Systems:** ServiceNow ITSM, Microsoft Azure AD, Active Directory, Microsoft 365, BitLocker, MFA

- **Programming & Development:** C, C++, Python, JavaScript, HTML, CSS, SQL

- **Operating Systems:** Windows 10/11, MacOS, Linux

- **Networking & Security:** Network Security, ITIL, Cybersecurity Best Practices

- **Cloud & Infrastructure:** Microsoft Office Education, Cloud Security, IT Automation

- **Troubleshooting:** Software & Hardware Diagnostics, End-User Support

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Languages

- English (Fluent)

- Swedish (Basic)

- Bengali (Native)

Professional Associations

- **OMNILS Group AB** – Website

Why Hire Me?

✓ **Proven track record** in IT operations, cybersecurity, and cloud infrastructure.

✓ **Strong technical and leadership skills**, ensuring seamless IT service delivery.

✓ **Passionate about innovation**, driving digital transformation and security improvements.

✓ **Results-oriented and adaptable**, committed to solving IT challenges efficiently.