

MD SAYEDUR RAHMAN



Address: Jashore Sadar, Jashore, Khulna, Bangladesh

Mobile No: 01788790001

Email: srsayed2677@gmail.com

Career Objective:

Seeking a role within a structured and growth-oriented organization where I can apply a systematic approach to problem-solving, effective collaboration, and strong organizational skills. I aim to contribute to team efficiency and decision-making processes while continuously improving my ability to perform under pressure and adapt to new challenges.

Employment History:

1. L1 System Engineer

(January, 2025 – Present)

Sheba Platform Ltd

Jashore, Khulna, Bangladesh

Duties/Responsibilities

- Server & System Management: Proactively monitor and analyze server logs, diagnose issues, perform debugging, and implement solutions to ensure seamless system performance and security.
- Data Retrieval for Debugging & Solutions: Leverage strong database knowledge to retrieve and analyze data for troubleshooting and debugging system errors, ensuring effective problem resolution.
- Dashboard Creation: Develop and manage Superset and Meabase dashboards to provide visual insights into system performance, incidents, and key metrics, supporting decision-making and operational improvements.
- Access & VPN Control: Administer VPN access and other user permissions, ensuring secure and efficient network connectivity across the platform.
- Automation & Scripting: Develop and implement automation scripts in Google Sheets to streamline processes and enhance team efficiency.
- Incident & Alert Management: Monitor transaction alerts, fraud alerts, and system errors, taking immediate corrective actions to maintain system integrity.
- Vendor & Stakeholder Communication: Serve as the primary technical liaison for external vendors, management, and higher authorities, managing relationships and resolving issues as they arise.
- Ticket & Issue Resolution: Efficiently manage, resolve, and track tickets via Clickup and gPlex, ensuring all issues are addressed in a timely manner.
- Reporting & Documentation: Prepare detailed daily, weekly, and incident reports, providing insights into system performance, errors, and resolutions.
- System Health Monitoring: Conduct regular checks of AWS VPNs, proxy responses, and server status to ensure smooth operations and quick issue identification.
- Collaboration: Actively participate in team meetings, offering solutions and recommendations for system performance improvements.

2. Junior System Engineer

(July, 2024 – December, 2024)

Sheba Platform Ltd

Jashore, Khulna, Bangladesh

Duties/Responsibilities

- System Monitoring & Alert Response: Monitor and analyze system alerts (transaction, fraud, server errors), ensuring swift response and troubleshooting to minimize downtime.
- External Vendor & Access Management: Lead communication with external vendors for technical support, SLA adherence, and issue resolution. Manage user access controls for internal and external stakeholders.
- Ticket & Incident Handling: Manage and resolve support tickets using Clickup and gPlex, ensuring proper documentation, follow-up, and issue resolution.
- System Health Monitoring: Conduct comprehensive checks on server status, AWS VPNs, and application performance to maintain system uptime.
- Troubleshooting & Problem Resolution: Identify and troubleshoot hardware, software, and network connectivity issues. Implement solutions efficiently and effectively.
- Collaboration & Reporting: Actively participate in team meetings and cross-functional discussions, contributing to system improvements and incident resolution. Prepare and present detailed reports on system performance, incidents, and resolutions.
- Administrative Support: Assist in maintaining logs, configuring admin portal access, and managing email accounts for users.

3. Trainee System Engineer

(July, 2023 – June, 2024)

Sheba Platform Ltd

Jashore, Khulna, Bangladesh

Duties/Responsibilities

- System Monitoring & Alerts: Monitor transaction alerts, fraud alerts, and system issues, ensuring prompt identification and resolution.
- System Health & Performance Checks: Perform routine checks on server statuses, VPNs, proxy responses, and application health to ensure optimal functioning.
- Ticket Management: Log and manage support tickets via Clickup and gPlex, providing timely updates and following up on issues.
- Troubleshooting Support: Assist in diagnosing hardware, software, and connectivity issues, escalating complex problems as needed.
- Administrative & Log Maintenance: Support the team with administrative tasks such as maintaining logs, configuring access, and managing user accounts.
- Collaborative Work & Reporting: Participate in team discussions and contribute to daily and weekly reporting on system performance and incident handling.

4. IT Support Engineer

(June, 2022 – July, 2022)

Walton Digi-Tech Industries Ltd

Bashundhara R/A, Dhaka

Duties/Responsibilities

- Monitoring 3.97 lakhs Walton Tab by VMware workstation for the project of BBS (2022) with troubleshooting issues and provide technical support.
- Support the IT team in maintaining hardware, software and other system.

Academic Qualification:**Master of Science (MSc) in Computer Science & Engineering**

Islamic University
CGPA: 3.35 out of 4
2024 (1 year)

Bachelor of Science (BSc) in Computer Science & Engineering

Bangladesh University of Business and Technology (BUBT)
CGPA: 3.87 out of 4
2022 (4 years)

Higher Secondary Certificate (HSC) in Science

Satkhira Govt. College
CGPA: 4.00 out of 5
2017 (1 year)

Secondary School Certificate (SSC) in Science

Rasulpur Secondary School, Satkhira
CGPA: 5.00 out of 5
2015 (1 year)

Achievements:

Published Conference Paper

Paper Title: Comparison of Different CNN Model used as Encoders for Image Captioning

DOI: [10.1109/ICDABI53623.2021.9655846](https://doi.org/10.1109/ICDABI53623.2021.9655846)

Published Conference Paper

Paper Title: To Predict Customer Churn By Using Different Algorithms

DOI: [10.1109/DASA54658.2022.9765155](https://doi.org/10.1109/DASA54658.2022.9765155)

Published Conference Paper

Paper Title: Bahdanau Attention Based Bengali Image Caption Generation

DOI: [10.1109/DASA54658.2022.9765268](https://doi.org/10.1109/DASA54658.2022.9765268)

Specialization:

Fields of Specialization

- Computer Science/Engineering
- System Administrator
- DevOps
- Database
- Leadership
- Machine Learning
- Problem Solving
- Cyber Security

Skills:

Technical Skills

- Network Configuration (Routers, Switches, Firewalls)
- Server Management (Logs, Patching, Backups)
- Database Querying (for Debugging & Analysis)
- Dashboarding (Superset, Metabase)
- System Monitoring & Incident Response
- Automation & Scripting (Google Apps Script)
- Cloud Services (AWS, Azure, GCP)
- Virtualization & Containers (VMware, Docker)
- Project & Ticketing Tools (ClickUp, Jira, gPlex)
- CC Dialer Tools
- Git & GitHub (Project Hosting)

Soft Skills

- Problem Solving & Analytical Thinking
- Teamwork & Communication
- Time Management
- Incident Reporting
- Customer Support

Programming:

Programming Language: C, C++, Python, PHP, Java.

Solved many problems from URI, UVa, Codeforces etc.

Projects:

Gained hands-on experience by working on educational projects such as an Online Shopping App, an Online Quiz Examination System, and a Supershop Billing System, demonstrating practical skills in application development and system design.

Language Proficiency:

| English | Bangla | Hindi |
|----------------|----------------|----------------|
| Reading: High | Reading: High | Reading: Low |
| Writing: High | Writing: High | Writing: Low |
| Speaking: High | Speaking: High | Speaking: High |

Personal Details:

Father's Name : MD Shahidul Islam
Mother's Name : MRS Sajida Khatun
Date of Birth : January 1, 1999
Gender : Male
Marital Status : Married
Nationality : Bangladeshi
Religion : Islam
Permanent Address : Rasulpur, Satkhira Sadar, Satkhira Sadar, Satkhira 9400
Current Location : Jashore Sadar, Jashore

Reference (s):

| Reference: 01 | | Reference: 02 | |
|---------------|---------------------|----------------------------------------------|--|
| Name | : Julker Nain | Dr-Firoz Mridha | |
| Organization | : ITCL | American International University-Bangladesh | |
| Designation | : DevOps Engineer | Associate Professor, CSE | |
| Address | : Dhaka, Bangladesh | Dhaka, Bangladesh | |
| Mobile | : 01635150067 | 01674791594 | |
| Relation | : Professional | Academic | |