

## MD SAYEDUR RAHMAN



Address: Jashore Sadar, Jashore, Khulna, Bangladesh

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### ***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 Metabase 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

Reading: High  
Writing: High  
Speaking: High

#### Bangla

Reading: High  
Writing: High  
Speaking: High

#### Hindi

Reading: Low  
Writing: Low  
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

Name : Julker Nain  
Organization : ITCL  
Designation : DevOps Engineer  
Address : Dhaka, Bangladesh  
Mobile : 01635150067  
Relation : Professional

#### Reference: 02

Dr-Firoz Mridha  
American International University-Bangladesh  
Associate Professor, CSE  
Dhaka, Bangladesh  
01674791594  
Academic