

SHOWREN CHOWDHURY

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Portfolio: <https://showrenchowdhury.vercel.app/> • Github: github.com/ShowrenChowdhury21

IT Support | IT Analyst | Tech Support

IT Support Specialist with hands-on experience in system administration, technical troubleshooting, and remote support. Skilled in managing tickets, resolving hardware/software issues, and improving system reliability through automation and documentation.

EDUCATION

Concordia University Montreal, QC, Canada.
Master of Engineering in Information Systems Security

September 2023 – April 2025

SKILLS

IT Tools & Technologies: IT Ticketing Systems (Jira, ServiceNow) | Remote Support Tools (AnyDesk, TeamViewer) | System Administration (Active Directory) | Networking Tools (Wireshark, Netstat) | Endpoint Security (Windows Defender) | Backup & Recovery (Windows Backup) | Network Infrastructure (TCP/IP, DHCP, DNS, VPN, Firewalls) | Productivity Tools (Microsoft 365, Google Workspace) | SQL Databases | SIEM & Log Analysis (Splunk) | Patch Management | Version Control (Github, Bitbucket).

Programming & Scripting: Python | PHP | C# | NodeJs | SQL | Bash & PowerShell.

Environments and Platforms: Windows | Linux | Docker | AWS | VMware.

Others: Technical Support & Documentation | Project Management | Agile Methodology | Data Management | Compliance Assessment.

PROFESSIONAL EXPERIENCE

Software Engineer II – Infrastructure Support, AiTrade INC.
Orlando, Florida, US

July 2021 – January 2023

- Provided Tier 1/2 technical support for infrastructure and internal systems, reducing incident resolution time by 50% through root cause analysis and proactive troubleshooting.
- Managed Docker-based environments to automate deployments, improving system stability and decreasing downtime by 30%.
- Administered MySQL and PostgreSQL databases, enhancing query performance by 40% and ensuring data integrity across internal applications.
- Maintained user access controls via Active Directory, implemented patch management processes, and supported endpoint security using Windows Defender.
- Reduced help desk workload by documenting recurring issues, updating SOPs, and streamlining escalation workflows in Jira and ServiceNow.
- Recognized and promoted within four months for consistently improving support processes, enhancing communication across teams, and driving operational efficiency.

PROJECTS

Automated IT Infrastructure Deployment & Monitoring - AiTrade **2022**

- Automated Docker-based environment setup, reducing manual deployment time by 40% and improving system reliability.
- Implemented CI/CD pipelines with Bitbucket Pipelines, integrated RabbitMQ for real-time inter-service communication, and monitoring tools for proactive alerting, minimizing downtime and escalating critical system issues more efficiently.

Database Performance Optimization & Support Automation - AiTrade **2022**

- Optimized MySQL and PostgreSQL performance, resolving latency issues and reducing related support tickets by 50%.
- Developed scripts to automate detection of common database errors, enhancing first-line troubleshooting efficiency.

CERTIFICATIONS

Google Cybersecurity Professional Certificate - March 2025 ([Certificate](#)) | **CompTIA Security+** - Expected May 2025 | **ITIL Foundation** - Expected July 2025 | **AWS Certified Cloud Practitioner** – Expected June 2025.