

Mohammed Fahim Hasan Sharif

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“Growth-focused IT and Business Strategist with a strong drive to align with innovation-led organizations. Proven ability to lead or support initiatives that enhance productivity, boost revenue, and deliver measurable client value through the integration of technology and business insight.”

RELEVANT WORK EXPERIENCE

Labaid Group - (House - 01 Road-04, Dhaka 1205)

IT Executive (4 Jan 2024 - 31 Aug 2024)

- Led the end-to-end management of IT infrastructure across 2 branch locations, ensuring 99.9% system uptime and seamless interconnectivity for over 66 users.
- Administered and maintained both on-premises and cloud-based systems, including Medicare and Akhil Hospital platforms, resulting in a 30% improvement in system response time and reduced service interruptions.
- Collaborated with laboratory departments to support the Lab Information System (LIS), enabling real-time diagnostics and improving lab service efficiency by 25%.
- Configured and monitored enterprise network infrastructure—routers, switches, firewalls—achieving a 40% reduction in network-related incidents through proactive diagnostics and preventive maintenance.
- Coordinated remote and on-site IT support, achieving a 95% user satisfaction rate in internal service feedback surveys.
- Delivered structured IT training to 50+ staff members, increasing platform adoption and digital proficiency, resulting in a 40% reduction in repetitive support queries. (Akhil Hospital platforms)
- Optimized 24/7 CCTV surveillance systems across branches, improving incident response time by 50% and ensuring full operational reliability.

Cloud Bridge - International Student Consultancy- (House - 31/A, Road 21, Nikunjo-2, Dhaka, Bangladesh)

IT and Business Development Executive (1 Oct 2023 - 31 Dec 2023)

- Manage installation, configuration, and maintenance of IT hardware and software systems.
- Oversee LAN/WAN/Wi-Fi network setup, optimization, and troubleshooting
- Ensuring efficient operation of all IT functions.
- Identify and pursue new business opportunities through online and offline channels.
- Build and maintain partnerships with Malaysian universities and education agents.
- Represent the company at education fairs, seminars, and community events.
- Counsel prospective students and immigrants, aligning services with their goals.
- Maintain regular communication with clients during the application and visa process.
- Stay informed on global education trends, immigration policies, and university requirements.
- Prepare and submit regular reports on business development activities and market insights.

Rani Food Industries Ltd (Rabbi Group) - (House - 30, Block C Rd No 4, Dhaka 1213)

IT Officer (7 Nov 2022 - 30 Sep 2023)

- Configured and maintained desktop and laptop systems, ensuring 99% uptime for hardware, software, and peripheral devices including printers and scanners
- Installed and managed LAN, WAN, and Wi-Fi networks across reducing connectivity issues by 40% through proactive troubleshooting and optimization.
- Coordinated with ISPs to maintain uninterrupted internet services, achieving a 98%+ network availability rate and reducing downtime incidents.
- Designed and deployed CCTV surveillance systems across premises with cameras, improving workplace security and monitoring efficiency.
- Advised and procured IT equipment worth over BDT 5 lakh, optimizing performance and cost-effectiveness through vendor comparison and user need analysis.
- Delivered technical support and training to employees.

Salauddin Specialized Hospital- (House - 44/A, Hatkhola Rd, Dhaka 1203)**IT Assistant (1 Jan 2021 - 31 Oct 2022)**

- Manage installation, configuration, and maintenance of IT hardware and software systems.
- Oversee LAN/WAN/Wi-Fi network setup, optimization, and troubleshooting
- Ensuring efficient operation of all IT functions.

EDUCATION**M.Sc. in Computer Science & Engineering**

Daffodil International University- CGPA: 3.70 / 4.00 2022

B.Sc. in Computer Science & Engineering

Daffodil International University (DIU), - CGPA: 3.31 / 4.00 2021

HSC (Science)

Govt. Yasin College, Faridpur- CGPA: 4.08 / 5.00 2016

SSC (Science)

Maizuddin High School, Faridpur- CGPA: 4.81 / 5.00 2014

RESEARCH AND PROJECT**IoT-based Smart Environment Monitoring System**

(M.Sc.) -Research

Focus: IoT, Cloud Systems, Embedded Systems

Automated Classroom Humidity Control System

(B.Sc.) - Project

Focus: IoT, Embedded Systems, Machine Learning

SKILLS**TECHNICAL**

Networking: CCNA, VLANs, ACL, NAT, DHCP, HSRP, IPv4/IPv6, device security.

System Admin: IT infrastructure, asset management, Server & CCTV maintenance.

Programming: HTML, CSS, Bootstrap, JavaScript.

Database: SQL & DBMS MySQL.

Tools: Microsoft Office (Excel, Word, PowerPoint, Teams), Netlify, Git, Notion, ChatGPT, JIRA.

SOFT

- Communication
- Problem-Solving
- Time Management
- Teamwork
- Adaptability

Languages: Bengali: Native. English: Moderate Work Proficiency. Hindi: Conversational.

PROFESSIONAL TRAINING

- Cisco Certified Network Associate (CCNA) – CSL Training Center – Apr 2024
- Communication Secrets – 10 Minute School – Sep 2023
- Corporate Grooming – 10 Minute School – May 2021
- Technical Support Fundamentals – Google – Jun 2020

LEADERSHIP & VOLUNTEERING

- Executive Committee Member – IEEE DIU Student Branch
- Secretary – IEEE Computer Society, DIU
- Volunteer – Programming Fest 2017, IEEE Events at DIU

REFERENCES**Md. Mahmudul Hasan**

Senior Manager IT Infrastructure.
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Professional

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