Mobarak Hosen

Dhaka, Bangladesh | mh.ice.iu@gmail.com | +8801752886859 | Website | LinkedIn | GitHub

Work Experience

System Admin, FusionPulse – Dhaka, Bangladesh (Remote)   Oct 2024 – Jul 2025

- **Improved development efficiency by 40%** by implementing and managing self-hosted GitLab instances, automating deployments and releases.
- **Dockerized** an e-commerce application to enhance VPS **resource efficiency** and improve **scalability**.
- **Reduced security incidents by 30%** by configuring SSL/TLS, managing Nginx and implementing n8n automation tools to monitor resource usage.

Technical Support Engineer, Gluu – Texas, USA (Remote)   Sept 2020 – Feb 2025

- **Provided Tier 1/2** customer supports for community users and enterprise clients implementing Gluu Server for IAM and SSO solutions.
- **Enabled seamless authentication** for enterprises by documenting and implementing single-sign-on (SSO) integrations with third-party IDPs (Azure AD, Oracle, WSO2).
- **Maintained a 90% customer satisfaction rate** actively monitoring system logs, analyzing problems, and providing clear technical guidance through written and verbal communication.

Skills

- **Cloud & DevOps:** AWS, Azure, Docker, Kubernetes, Terraform, CF, Jenkins, GitHub Actions, Grafana, Ansible
- **Identity Management**: Shibboleth SP/IDP, SAML2.0, OpenID Connect, Azure Entra ID, Gluu, Keycloak
- **Technical Support:** Customer Support, Linux Troubleshooting, API Testing, Incident Management
- **Programming & Development:** Python, Bash, Java, JavaScript, WordPress, HTML, CSS
- **Collaboration and Version Controll:** Git, GitHub, GitLab, Jira, Agile, Discord, Slack
- **Databases:** PostgreSQL, MySQL, SQLite, LDAP

Projects

pacli - Secrets Management CLI   Project Link

- Designed and developed a local-first secure CLI tool for managing secrets with master password protection.
- Implemented support for multiple secret types with a URL shortenning feature
- Built SSH key-based authentication and connection handling directly from the CLI.

LogPulse - Log Monitoring Tools for Developers   GitHub Link

- Developed a log-monitoring system with user authentication, session management, and secure log downloads.
- Simplified debugging by providing centralized real-time log access for development teams.

Agama-Hello - An Authentication Module   GitHub Link

- Integrated hello.coop for OpenID social sign-in using Java, OAuth 2.0 with agama low-code orchestration.

Achievements

- Ranked in the top **10%** on **LeetCode**
- Ranked **Specialist** on Codeforces (Max Rating: **1472**)
- **Ranked 64th** Nationally in the **NCPC-2018**, competing against teams from universities across the country
- Ranked **3rd** out of 40 contestants In Department Individual Programming Contest, 2018

Education

Islamic University, Bangladesh, M.Sc. in ICT   Jun 2020 - Dec 2021
Islamic University, Bangladesh, B.Sc. in ICT   May 2015 - Dec 2019