EMAIL

IT & SUPPORT ENGINEER



passionate about learning new things and expanding my knowledge base. I am a team player who is always willing to go the extra mile to ensure the success of the team. As an experienced Data Analyst and Customer Support Specialist I adept at utilizing computer productivity software to develop a sense of teamwork in a group and forecasting, reporting on relevant trends to facilitate strategic planning. Seeking to utilize my study and expertise to take the next career step with a highly respected organization. I have extensive experience in installing and troubleshooting Windows, Mac & Linux Based Operating Systems, Applications and Security Patches. I am knowledgeable in network (LAN) connection setup and troubleshooting for a computer. I have experience in leading desktop and helpdesk support efforts to ensure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with minimal disruptions. I am also skilled in Linux system administration, Vulnerability Assessment, Reverse Engineering, Security Analysis, Network Security, Firewall. Security monitoring, Threat detection, SIEM and Forensics analysis.

EDUCATION

2023 (Running) **MASTER'S DEGREE** IIT Jahangirnagar University **MSc in Information Technology**

University of Development Alternative (UODA) **BSc in Computer Science & Engineering** 2013

BACHELOR DEGREE

College Degree

2021

Chowmuhani Govt. S. A. College Studied in Science 2011

Sonaimuri Govt. Model High School

Studied in Science PROJECT/THESIS

HIGH SCHOOL

First Person Shooting Game As a student at university, I embarked on a

challenging endeavor to develop a 3D First Person shooter game using UNITY and C# scripting. This project aimed to not only showcase my technical skills but also provide an immersive gaming experience for players. By meticulously designing the game mechanics, implementing realistic graphics, and incorporating engaging gameplay elements, I strived to create an unforgettable gaming experience that would captivate players and demonstrate my proficiency in game development.

Bangla (Native) Read, Write & Speak

LANGUAGE

Read, Write & Speak

English (Professional)

IELTS Score: Test Not Given

Native Bilingual French (Learning Phase) Joined a French language Master class

2023

Desktop support and troubleshoot:

CORE QUALIFICATIONS



computers and related devices can also install, update, and troubleshoot Windows, Mac, and Linux-based operating systems, applications, and security patches. Network support and troubleshoot:

Support and administrators of desktop

Support and maintainence the network, wireless, and physical network infrastructure, ensuring its availability, performance, and security. Also work with network devices, such as routers, switches, firewalls, etc. Customer support and service:

Effective and professional customer support and service, using my communication and interpersonal skills to understand and fulfill client-based

requests, feedback, and data to improve the quality, efficiency, and

services offered by the company.

Data analysis, forecasting, and Reporting: Uses various tools and techniques, such as SQL, spreadsheets, statistical programming languages, and data visualization software, to retrieve, organize, and analyze large data sets. Linux system administration and

Security:

Engineering, Security Analysis, Network Security, firewall Security monitoring, Threat detection, SIEM, and Forensics analysis, I can implement and monitor network security measures to protect the devices and data from unauthorized access or attacks.

Problem-solving, analytical, and

I can identify, analyze, and solve

various IT-related issues in a timely

and efficient manner. Ensuring that

Critical thinking in detail:

Skilled in Linux system administration, Vulnerability Assessment, Reverse

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the devices, software, and networks are functioning properly and securely. Learning agility and adaptability: I am passionate about learning new things and expanding my knowledge base. I can also adapt to changing situations and requirements quickly and efficiently. I can learn and adopt new technologies and tools as required

by the job or industry trends.

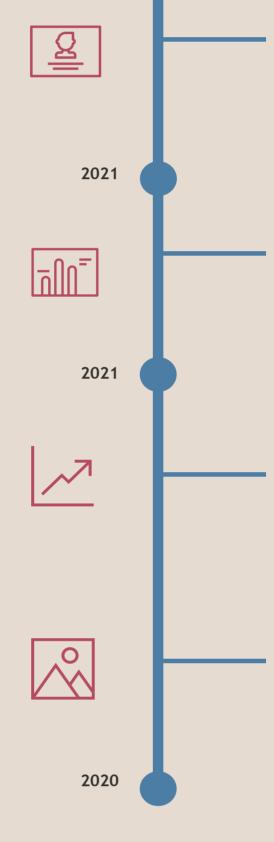


Teamwork and collaboration: I am a team player who is always willing to go the extra mile to ensure the success of the team. I can collaborate with stakeholders from different departments or backgrounds, using my communication and interpersonal skills to build rapport and trust.

PROFESSIONAL EXPERIENCE



Using their software, review, approve and organize restaurant purchasing data. Work with in-office and remote client-services



improvement.

Data Analyst (MARGIN EDGE) Using their software, review, approve and organize restaurant purchasing data. Work with in-office and remote analyst's teams and Identify data for process or product improvement. Additionally, I have consistently ensured the customer data is

teams. Trouble-shoot client issues and help restaurants solve

unusual situations. Identify areas for process or product

problems. Work on, and when necessary, escalate, exceptions and

Assistant Technical Officer (Bangla Insider) I gathered some experience including troubleshooting various

correct and ready for processing.

Assurance, Operations Management, Information Security Analysis, Cloud Security, Software Project Management, Identified and resolved complex problems within these areas by applying my strong analytical skills and extensive knowledge of industry best practices. Ensured the implementation of robust security measures and efficient project management strategies to deliver high-quality software solutions on time.

technical issues across different domains such as Quality

Assurance and Operations Management.

Technical Support (Bengal Fonts)

Installation and troubleshooting of Windows, Mac & Linux Based

various technical issues across different domains such as Quality

Operating Systems, Applications. Including troubleshooting



· Automate the Boring Stuff with Python Programming (www.udemy.com, Completed). Learn Python & Ethical Hacking From Scratch

TRAININGS

Vendor Tools (www.udemy.com, Running). Python 3 Network Programming - Build 5 Network

• Python 2 Network Programming - Build 12 Multi-

(www.udemy.com, Running)

 Remote Hacking Python Expert with Python 2.x and 3.x (www.udemy.com, Completed)

Shooter (www.udemy.com, Completed)

(www.stackskills.com, Completed)

 Learn Kali Linux and Hack Any Android Mobile Devices (www.stackskills.com, Completed) A to Z Ethical Hacking Course

• Unity Game Development - Build a First Person

- Certified Ethical Hacker Boot Camp (www.stackskills.com, Completed) • Learn Burp Suite for Advanced Web Penetration
- Complete Ethical Hacking / Penetration Testing Course (www.stackskills.com, Completed) • Intro to Ethical Hacking (www.stackskills.com,

Testing (www.stackskills.com, Completed)

Completed) • Real World Hacking & Penetration Testing (www.stackskills.com, Completed)

Python for Pentesters

Learn Hacking/Penetration Testing Using Android

from Scratch (www.stackskills.com, Completed)

(www.pentesteracademy.com, Completed) Pentesting with Metasploit (www.pentesteracademy.com, Completed)

(www.pentesteracademy.com,Completed)

Reverse Engineering for ARM Platforms

(www.cybersecurity365.com, Running)

2019 Ethical Hacker Masterclass Bundle

Information Security

Kali Linux, Kali NetHunter,

Vulnerability Assessment, Penetration

Testing, Reverse Engineering, Security

Analysis, Network Security, Firewall.

Programming Language

C, C++, Java, Python, C#

Web Technology

HTML/HTML5, CSS/CSS3, PHP, SQL,

Java Script

Cloud Technology

Google Cloud, Microsoft Azure, Amazon

AWS, Name Chip, Hostinger

openSUSE

● mongo DB

python

amazon

Augmedix

Dhaka, BD

Lead, HR Operations

NUR

ARIF

MOHAMMAD

FreeBSD.

Applications (www.udemy.com, Running)



(ISACA) - Study in progress CompTIA CySA+ (LinkedIn) - Study in Progress

CERTIFICATIONS

The Complete Ethical Hacking Course, Beginner to

Advanced! (UDEMY) - Certified in EH (CEH)

Certified Information System Auditor- CISA

Palo Alto Networks Cybersecurity Professional **Certificate (Coursera)** - Study in Progress

Google IT Support Professional Certificate

(Coursera) - Study in Progress

IBM Cybersecurity Analyst Professional Certificate (Coursera) - Study in Progress

Microsoft Cybersecurity Analyst Professional **Certificate (Coursera)** - Study in Progress

Google Cloud Database Engineer Specialization

Certificate (Coursera) - Study in Progress

Google IT Automation with Python Professional

Certificate (Coursera) - Study in Progress

Application Program

Metasploit, Armitage, Nessus, Maltego,

Netcat, Wireshark, BeEF, Aircrack-ng,

The Hydra, John The Ripper, Nmap,

Vmware workstation, SSH.

Database

MySQL Database, Postgre SQL

Networking & Server Configuration:

FTP, DNS, Telnet, Proxy, IP Subnetting,

Web server, Static routing, BGP, NAT,

DHCP

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Windows 98, XP, 7/8.1/10/11, Kali,

Red Hat, Mint, CentOS, Ubuntu, Debian, Fedora

amazon REDSHIFT

Segment

splunk

workdoy

okta

HASHCAT

Meta (1000000



TECHNICAL SKILLS

Google Ads

(i)

P

F 100

ADDITIONAL SKILLS

zendesk

Office 365

Jenkins GitHub

f

🕶 Jira

M

Visual Studio

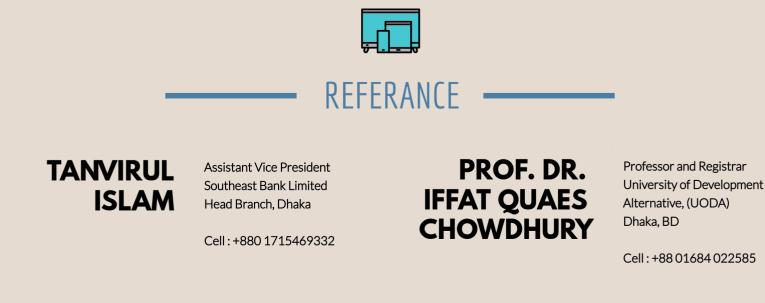
S

Google Cloud Platform

SOpenAI ARCRACK-NG

Terraform

kubernetes







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SURAIYA

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