

Mahmud Al Ashiq

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Summary

I am a dedicated Computer Science and Engineering graduate with hands-on experience in IT support and network administration. Experienced in troubleshooting hardware and software issues and managing IT assets. In anything I accomplish, I try to do it to the best of my ability. I'm committed to finishing tasks on schedule.

Technical Skills

- **Language:** Python, PHP
- **Software Development:** Laravel, REST API, PL/SQL
- **Database Management:** MySQL, MongoDB
- **Deep Learning Framework:** Tensorflow, PyTorch
- **Tools & Technologies:** Git, Linux, Winbox, ServiceNow, ManageEngine, Cisco Packet Tracer.

Professional Experience

IT Support Intern, Daraz (Alibaba Group), Oct 2024- Jan 2025

- Provided technical help to employees (remote and on-site), debugging hardware and software issues.
- Supported IT asset management, including maintenance of laptops, desktops, printers, barcode scanners.
- Managed IT tickets and resolved support requests promptly, maintaining service-level agreements (SLAs).
- Monitored and managed network infrastructure (Wi-Fi, ISP links, LAN).

Research Experience

- Thesis Paper (under publication): Medical Image Segmentation
- [SafeNet AI](#): Hybrid RAG System (ongoing), Edge AI (ongoing)
- [AMIR Lab](#): Medical Imaging GANs (ongoing)

Projects

1. **OS Project [Daraz]**
 - Played a pivotal role in preparing 750 laptops for Daraz's largest annual campaign, 11.11 in 2 weeks.
 - Installed operating systems and configured essential software to ensure campaign preparation.
 - Contributed to the smooth execution of the campaign by ensuring all devices were operational.
2. **PDF AI Extractor [\[Link\]](#)**
 - A tool to extract form data and embedded files from PDF documents using PyMuPDF and EasyOCR.
 - Integrated Google Gemini AI via LangChain to generate intelligent summaries of the extracted content.
 - **Technologies:** Python, PyMuPDF, EasyOCR, LangChain, Gemini API.
3. **Face Recognition for Attendance System [\[Link\]](#)**
 - Developed a face recognition-based attendance system using CNN and transfer learning.
 - Collected and pre-processed facial data from class students to enhance model accuracy.
 - Utilized OpenCV for real-time face detection and recognition.
4. **Project Management [\[Link\]](#)**
 - Developed a web-based application to manage project records with full Create, Read, Update, and Delete functionality.
 - **Framework:** Laravel | **Backend:** PHP | **Database:** MySQL
5. **Recreational Fund Management System [\[Link\]](#)**
 - Developed a database system for managing recreational funds using **PL/SQL**.
 - Implemented stored **procedures**, **cursors**, **functions**, and **triggers** for efficient data management.

Education

American International University- Bangladesh [2021 – 2024]

Bachelor of Science in Computer Science and Engineering

CGPA: **3.92** out of 4.00

Govt. Tolaram College [2020]

Higher School Certificate (HSC)

GPA: **5.00** out of 5.00 | Group: Science

Achievements & Certifications

1. AIUB Dean's Honorable Mention-Spring 2023-24, Fall 2023-24, Spring 2022-23, Fall 2022-23, Spring 2021-22
2. AI, Machine Learning, and Deep Learning Research Program, [Mahdy Research Academy](#), 2024
3. AIUB CS FEST 2024- ICT Olympiad Top 5, 2024
4. Digital Marketing: Basic to Advanced, SR Dream IT, 2023

References

Md. Asraful Maola Tushar

Manager

Network & Security

Daraz (Alibaba Group)

Contact: md.asraful.maola@alibaba-inc.com

Dr. Debajyoti Karmaker

Associate Professor, Head [Undergraduate Program]

Department of Computer Science

American International University- Bangladesh

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