

Mahmudur Rahman Labib

Technical Support Engineer

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PROFILE

Technical Support Engineer with a strong foundation in Linux system administration, web hosting, and cloud server management. Experienced in troubleshooting complex issues involving **Docker**, **Nginx**, **MySQL**, **Redis**, and **WordPress**. Skilled in setting up and maintaining **VPS** environments, installing software packages, configuring SSL/TLS, and managing DNS records.

Proven ability to deploy and optimize websites, improve server performance, and analyze logs to quickly identify and resolve issues. Experienced in providing responsive technical support via email and chat, ensuring high levels of customer satisfaction while maintaining clear and detailed documentation.

Collaborative team player who values efficiency, security, and delivering tailored solutions. Committed to continuous learning and staying updated on emerging technologies in hosting, cloud services, and system administration.

PROFESSIONAL EXPERIENCE

WordPress Developer

Boi Brikkho [🔗](#)

07/2023 – present
Dhaka, Bangladesh

WordPress Support Engineer

Boi Brikkho [🔗](#)

04/2023 – 07/2023
Dhaka, Bangladesh

Frontend Developer

Finite Touch Studio [🔗](#)

12/2022 – 04/2023
Dhaka, Bangladesh

EDUCATION

Bachelor of Science in Computer Science and Engineering

University of Liberal Arts Bangladesh

06/2022
Dhaka, Bangladesh

COURSES

Technical Support Fundamentals [🔗](#)

Foundations of Cybersecurity [🔗](#)

PROJECTS

Personal Website [🔗](#)

Deployed Projects [🔗](#)

LANGUAGES

English



Bengali



SKILLS

WordPress



PHP



Docker



Nginx



Caddy



MySQL



Trello



DigitalOcean



Version Control



INTERESTS

Scuba Diving | Hiking