

Mohammed J Hossain

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Professional Summary

Automation and Support Engineer with hands-on experience in Microsoft 365, Azure, AWS, GCP, and workflow automation. Skilled in building scalable solutions using N8N, PowerShell, Power Automate, and APIs to streamline operations, reduce overhead, and improve infrastructure reliability. Strong focus on user lifecycle automation, cross-team collaboration, and DevOps-aligned support.

Key Skills: EntraID, Intune, Automation (PowerShell, Bash, N8N), Networking, SQL, Python

Experience

Automation Engineer, Digacore Technology Consulting March 2025 – Present

- Managed end-to-end SaaS delivery for 25,000+ users, including sprint planning, developer coordination, and user support escalation.
- Built 20+ automation workflows to reduce manual tasks, streamline EntraID user lifecycle management, saving 20% on licensing costs.
- Developed custom PowerApps for department-specific use cases, reducing form-processing time by 50%.
- Developed PowerShell scripts to automate SharePoint site deployment, reducing new company onboarding time by 25%.
- Built executive Power BI report that improved visibility into operations and increased resource utilization by over 35%.

L1 Technician, Digacore Technology Consulting June 2024 – March 2025

- Resolved 20+ Tier-1 escalated tickets daily, providing support to 50+ companies.
- Improved ticket resolution times by 20% by scripting repetitive tasks using PowerShell.
- Oversaw critical network overhaul projects, collaborating with stakeholders to upgrade infrastructure and reduce downtime.
- Managed device lifecycle using Intune, Apple Business Manager (ABM), and Samsung Knox.

On-site IT Technician, Digacore Technology Consulting Jan 2024 – June 2024

- Delivered Tier 1 support for Windows Server, Active Directory, Microsoft 365, and Network-related issues.
- Remediated email compromise, phishing, and account lockouts across multiple Microsoft 365 tenants.
- Resolved 20–30 support tickets daily and implemented proactive fixes that reduced recurring IT issues by over 50% within 3 months.
- Served as a frontline IT technician for 500+ users, ensuring prompt resolution of technical problems and high user satisfaction.

Jr SysAdmin, NCN News Jan 2022 – Dec 2022

- Managed AWS-based RTMP video streaming infrastructure, including EC2 and RDS configurations.
- Assisted the System Administrator in planning and redesigning cloud infrastructure, reducing streaming-related outages by 30%.
- Supported deployment and configuration of enterprise NAS servers to improve storage reliability and performance.

IT Technician, Time Television Jan 2021 – Dec 2021

- Minimized critical system downtime by 90%, providing immediate support for Windows Servers, networking, and A/V equipment in a fast-paced IPTV environment.
- Boosted end-user productivity by 25%, resolving 15-20 daily tickets across Windows, Microsoft 365, and NAS issues for seamless operations.
- Ensured 95% system availability for all IT services, including NAS drives, server operations, and specialized A/V tools, preventing content disruption.

Education

CUNY - LaGuardia Community College, AAS in Programming and Systems Fall 2017 – Fall 2019

- GPA: 3.79/4.0

Projects

Homelab Server

- Built Proxmox cluster on Raspberry Pi and HP EliteDesk with Docker containers for app hosting.
- Automated deployments of self-hosted apps using Docker Compose and CI/CD via GitHub Actions.
- Configured reverse proxy, firewall rules, and VPN access for secure DevOps experimentation.

Technologies

Programming/Frameworks: Python, JavaScript, Powershell, Bash, SQL, React, LLMs, Object-Oriented Programming

Technologies/Tools: Git, Docker, Terraform, CI/CD, REST API, N8N, Power Automate, Postman, Wireshark

Ticket Management: Jira, ConnectWise Manage

Certifications

- Google Cybersecurity Professional - Aug 2023
- ISC2 Certified in Cybersecurity - Oct 2023
- Microsoft Certified: Azure Administrators Associate (AZ-104) - Expected Aug 2025
- AWS Solutions Architect Associate - Expected Sept 2025