Mohammed J Hossain

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Professional Summary

Automation and Cloud Support Engineer with hands-on experience in Microsoft 365, Azure, AWS, and workflow automation. Skilled in building scalable solutions using 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: AWS, Azure, Infrastructure as Code (IaC), Automation (PowerShell, Bash, N8N), Networking, CI/CD

Experience

Automation Engineer, Digacore Technology Consulting   March 2025 – Present

- Built 20+ automation workflows to reduce manual tasks, streamline PTO tracking, and reclaim unused licenses, 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

- Improved ticket resolution times by 20% by scripting repetitive tasks using PowerShell.
- Supported Azure VM provisioning and configuration to optimize internal deployment efficiency.
- Designed API-based connectors to sync HR systems with Microsoft Entra ID, ensuring accurate user provisioning and deactivation.
- Automated SonicWall firewall configuration deployment using scripting, reducing setup time by 70% and ensuring consistent policy enforcement.

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 Microsoft 365 tenants.
- Resolved 20–30 support tickets daily and implemented proactive fixes that reduced recurring IT issues by 50% within 3 months.

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.

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

Languages/Frameworks: Python, JavaScript, Powershell, Bash, SQL, React, LLMs

Technologies: Git, Docker, Terraform, CI/CD, REST API, N8N, Power Automate, Jira, CW Manage

Certifications: ISC2 Certified in Cybersecurity, Google Cybersecurity Professional, AWS Solutions Architect Associate **[Expected Aug 2025]**