

MUBBASHIRUL ISLAM

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Summary

Highly motivated and tech enthusiast individual with a strong desire to excel in the customer service field within a tech company. Possesses excellent communication skills in English, both written and verbal, alongside a passion for problem-solving and a quick learning ability. Eager to leverage a diverse IT background in cybersecurity, PC hardware/software, and networking to provide exceptional customer support. Confident and results-oriented, committed to exceeding expectations and becoming a valuable asset to the team.

Education

- Completed Higher Secondary Certificate (HSC) from Cambrian College, Dhaka.
- Diploma in Computer Science from Daffodil Polytechnic Institute, Dhanmondi, Dhaka. (Expected Graduation in 2025)

Courses & Certificates

- Google IT Support Certificate. (online)
- Google Cybersecurity Certificate. (online)
- Complete Web Development Course by Programming Hero. (online)

Technical Skills

- **Systems and Networks:** Administering diverse operating systems (Windows, Linux, or Mac), installing and configuring hardware and software, cloud administration, LAN/WAN management, and troubleshooting.
- **Programming:** Proficiency in languages like Python, JavaScript, CSS3, and HTML5.
- **Security:** Familiarity with physical, network, and software security, installing firewalls and routers, data encryption, risk mitigation strategy, and threat analysis.
- **Virtualization:** Understanding of virtual machines (VMs), hypervisors (e.g., VMware, Hyper-V), and managing virtualized environments.
- **Remote Desktop Support:** Experience in providing remote assistance to users, troubleshooting software problems, and configuring remote access tools.
- **Troubleshooting:** Strong problem-solving skills, ability to diagnose and resolve hardware and software issues efficiently.
- **Remote Desktop Support:** Experience in providing remote assistance to users, troubleshooting software problems, and configuring remote access tools.
- **Mobile Device Management (MDM):** Understanding of managing mobile devices (smartphones, tablets) within an organization, including security and app deployment.
- **Backup and Disaster Recovery:** Knowledge of backup solutions, data recovery techniques, and disaster recovery planning.

Soft Skills

- **Problem-Solving:** Employ a logical approach to diagnose and resolve issues.
- **Adaptability:** Embrace new technologies and adapt to evolving environments.
- **Teamwork:** Collaborate, share knowledge, and contribute positively.
- **Time Management:** Prioritize efficiently to meet deadlines.
- **Language:** Fluent in English (both spoken and written).

Personal Projects

- **WiFi Security Demonstration Video :** Conducted ethical hacking practices to showcase the potential risks of insecure WiFi configurations.
- **Personal Website Development :** Established a personal website to showcase a portfolio of IT-related projects, skills, and achievements.
- **PC Optimization :** Revived a Decade-Old Laptop to Peak Performance by skillfully tweaking and debloating the operating system.