MUSHFIQUR RAHMAN

IT Support Engineer

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Jessore, Bangladesh

CAREER SUMMERY

Experienced and skilled IT Support Engineer with 5 years of dedicated expertise in technical support, adept at diagnosing and resolving complex hardware and software issues. Proven track record of efficiently managing network connectivity, configuring new equipment, and implementing robust data security and backup protocols. Renowned for a meticulous approach to problem-solving, excellent communication abilities, and a strong commitment to enhancing operational efficiency and user satisfaction through high-quality support.

PROFESSIONAL EXPERIENCE

IT Support Engineer at Innovative Software   **Nov'23 - Present**
- Web site maintenance
- Google Play Store Manage
- Android app testing
- Advertisement account maintenance
- Meta developer account manage

Web Developer at Upwork   **April'22 – Feb'24**
- Third party API integration
- Troubleshoot and tested software, debug software to clean up code and improve efficiency.
- API creation and develop
- Collaborated with developers and performance engineers to enhance supportability and identify performance bottlenecks.
- Contribute ideas and suggestions in team meetings and delivers updates on deadlines, designs and enhancements.

Software Engineer Trainee at MicrodreamIT   **Jan'22 – Dec'22**

Jr. Infrastructure Engineer at Aamra Networks Ltd.   **Feb'20 - Dec '21**
- Fiber Logical support
- FTTH Link Configuration
- Troubleshoot from BDCOM and Huawei OLT
- Configure ONU
- Radio Configuration and troubleshoot
- Server Maintenance
- POP maintenance
- Bandwidth Monitoring
- Link Monitoring using nagios
- Backbone Capacity Monitoring
- Troubleshoot Ticket create and resolve

Customer Service Executive at Chaldal.com   **April'19 – Feb'20**
- Credit card verification
- Payment Adjustment
- Return & Refund policy maintenance

SKILLS

- Programming
- Networking
- Hardware
- Operating Systems
- Mobile Devices
- Computer security
- Problem Solving
- CCTV Config
- Communication
- Collaboration
- Self-Motivated

EDUCATION

Bachelor of Science in Computer Science and Engineering   **April 2012 – Aug 2016**
National University of Bangladesh

COURSES & CERTIFICATIONS

- IELTS by British Council
- English for Adult Learner (EAL) by Lexicon Khulna
- The Ultimate Django Series (Part 1-3) by Code With Mosh-2024
- Complete Python Mastery by Code With Mosh-2023
- Cyber Security Training by Bangladesh Cyber Force(BCF) - 2022
- Django Rest Framework Series by very academy-2022
- CompTIA A+ 1000- Part 1 + Part 2 by alison.com.
- MikroTik Certified Network Associate(MTCNA)- 2021
- Credential ID: 2112NA0921
- Web application Development (PHP Laravel) by BITM-2018

LANGUAGE PROFICIENCY

English   :   Fluent
Bangla   :   Native

EXTRACURRICULAR ACTIVITIES

Local initiative program - Bangladesh Scouts

- Primary Health Care and Community Development" – Jointly organized by Local Initiative Program (LIP) and Bangladesh Scouts
- Advocacy on Reproductive Health, Gender, HIV/AIDS.
- Through Youth Clubs, Dept. of Youth Development, Ministry of Youth and Sports.

9th Sect Leader Training Course - Bangladesh Scouts

REFERENCE

Md Mahfuzur Rahman   **K.M. Hafizur Rahman**

Sr. Software Engineer
Wealth Preservation Holding Company
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