

Redwan Chowdhury

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Education:

University of Virginia, Charlottesville, VA

B.A. in Computer Science

- Relevant Coursework: Data Structures, Databases, Python, Java, Algorithms, & Data Science with R.
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Experience:

IT Support Specialist, Dean & Company, Tysons VA

Feb 2023 – Present

- Developed, implemented, & maintained 50+ Python, Shell, & Bash scripts to automate routine tasks for employees, resulting in a 30% increase in productivity & efficiency while uploading to Gitea.
- Utilized Humio, Sal, Alerta with Hashbackup to ensure timely & accurate backup status checks for 150+ employee devices, as well as facilitated 1000+ software updates with the Munki software.
- Administered & maintained 30+ Parallels virtual Windows environments on macOS devices.
- Provided support in a Mac environment using Jira software, troubleshooting 3000+ tickets.
- Developed 1000+ instances of internal documentation on Atlassian Confluence for 150+ employees.
- Managed & maintained the asset inventory server & database using MySQL & SQLite, ensuring the accuracy of hardware records & retrieval of critical information for decision-making & reporting.
- Executed 200+ employee machine migrations as well as 100+ onboarding & exiting, ensuring seamless transitions & minimal disruptions while managing devices on Airwatch & Google MDM
- Managed endpoint security for 60+ Windows machines using Trend Micro Apex Vision 1 Software, successfully defending against 1000+ cybersecurity threats & attacks.
- Ensured the successful operation of VPN Tailscale on 170+ machines, providing critical access to 50+ company-hosted servers, websites, printers, & other essential work-related resources.
- Configured & managed SSO access via OneLogin using SAML across 10+ enterprise applications including Slack, Office365, Zoom, Box, improving security & streamlining user onboarding.

Front End Developer, Pikasso Swig, Charlottesville VA

May 2021 - Aug 2021

- Developed & maintained a website for small business of 1000+ customers with a team of 3 engineers using HTML, CSS, JavaScript & GitHub, increasing revenue by 12.5x.
- Performed front-end unit testing 100x by validating website behavior on different browsers.

Library Technician, Information Technology Services at UVA, Charlottesville VA

Jan 2020 – May 2020

- Assisted 500+ staff in a 10-library system resolving 1500 tickets using ServiceNow ticketing system while using ITIL service management structure & managing inventory of 1000+ devices.
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Projects:

Bangla Language Teacher App

Aug 2025 – Present

- Developing an interactive application to test users on Bangla vocabulary, utilizing a React front end for a dynamic experience & a Flask back end for efficient data management & API integration.

Hometown Mentors App

May 2022 – Sep 2022

- Developed an app with over 100+ downloads using Xcode for the Hometown Mentors Program.

Wahoo-Watch Website

Jan 2022 – May 2022

- Developed website on Heroku using IDBM API & Google Authentication where users view shows on Django using Agile Scrum Methodology while performing unit & integration testing.

Habit Tracker Website

Jan 2022 – May 2022

- Developed website to track habits using HTML, CSS, JavaScript, SQL Queries, AJAX, & Angular.
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Skills & Certifications:

- **Development:** Python (Pro), Java (Pro), SQL (Familiar), Jira, Confluence, Atlassian (Pro), Linux, Munki, Windows, MAC, Office, Git, Trend Micro, Tailscale, Slack, 1password, Parallels.
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Leadership & Activities

President, Hometown Mentors, Alexandria, VA

Aug 2018 - present