

RAKIBUL ISLAM

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PROFESSIONAL PROFILE

Software Engineer and IT Officer with hands-on experience in IT operations, end-user support, and web development. Strong troubleshooting and documentation skills, including SOPs, checklists, inventory/asset tracking, and incident handling. Builds production web applications using PHP/Laravel, JavaScript, and MySQL, including REST API integrations, authentication, CRUD modules, and deployment support. Experienced with AI/ML tools (PyTorch, TensorFlow, Keras, scikit-learn) and delivered an oral presentation at ICECET 2024.

QUICK HIGHLIGHTS

- IT Operations: User support, incident handling, device setup, documentation (SOPs/checklists), asset tracking
- Web Development: Laravel/PHP backend, REST APIs, MySQL database design, JS/HTML/CSS frontend
- Delivery & Collaboration: Git workflows, debugging, structured releases, fast issue resolution
- Research & Data: Recommendation systems, dataset publication (Mendeley Data), ML pipelines

TECHNICAL SKILLS

IT Support & Operations: Help Desk, Troubleshooting, Incident Handling, User Support, Documentation, SOPs, Asset Management

Networking & Systems: LAN/WAN, Wi-Fi, IP/DNS, System Administration, Access Provisioning

Web Development: PHP, Laravel, REST APIs, JavaScript, HTML, CSS

Database: MySQL, phpMyAdmin

Programming: Python, C/C++, PHP, SQL, Assembly (Intel ×86)

Scripting & Modeling: LATEX, HTML, JavaScript, Shell Script, UML, ER Diagram

Libraries: Scikit learn, Keras, Tensorflow, pandas, PyTorch, NumPy, Matplotlib

Tools: Git, Google Colab, Visual Studio, PyCharm, IntelliJ, Codeblocks, Android Studio, OpenGL, Jupyter, XAMPP

Simulator: Cisco Packet Tracer

OS: Linux, Windows, Mac, Raspbian

Embedded Systems: Arduino, Raspberry Pi

PROFESSIONAL EXPERIENCE

IT Officer — Evolved | Dhaka, Bangladesh | Jan 2026 – Present

- Provide daily IT support to ensure stable operations across devices, office systems, and user access.
- Diagnose and resolve hardware/software issues; document solutions to reduce repeated incidents and speed up resolution.
- Configure devices and user access; support onboarding, application setup, and account provisioning.
- Perform connectivity troubleshooting (LAN/Wi-Fi, IP/DNS) and escalate complex issues when required.
- Maintain SOPs, checklists, and inventory documentation to improve support consistency and speed.
- Coordinate with internal teams/vendors during service interruptions to minimize downtime.

IT Officer — SPST, Ministry of Social Welfare | Dhaka, Bangladesh | Apr 2024 – Dec 2025

- Managed IT operations and end-user support for office staff, ensuring stable system availability and daily productivity.
- Supported access and security practices through controlled provisioning, user guidance, and support procedures.
- Automated internal documentation/report formatting workflows to reduce manual effort and improve turnaround time.
- Prepared and maintained official documentation, reports, and records with consistent formatting and distribution.
- Coordinated administrative workflows: scheduling support, staff coordination, and inter-team communication.
- Managed social media/digital communications and supported tool adoption for digital transformation initiatives.

Software Engineer (Remote) — Nonagon Infolytic | Remote | 2024

- Developed and maintained web application features using Laravel (PHP), JavaScript, and MySQL.
- Implemented backend business logic, CRUD modules, validation rules, and database relationships.
- Designed and consumed REST APIs for integration between frontend and backend services.
- Debugged issues, fixed bugs, and improved reliability through structured testing and iterative improvements.
- Collaborated via Git and delivered structured updates through review cycles.

Support Engineer — Icebreakers Ltd. (Enterprise Support) | Dhaka, Bangladesh | Oct 2023 – Apr 2024

- Provided enterprise support by diagnosing technical issues and guiding users through resolution steps.
- Assisted setup/configuration tasks for operational systems in client environments.
- Documented recurring issues and solutions to improve response consistency and reduce repeated downtime.

EDUCATION

MSc in ICT — Bangladesh University of Professionals (BUP) | 2024 – Present

BSc in Computer Science & Engineering (CSE) — Southeast University | 2019 – 2023

HSC — Cantonment College Jashore | 2019

SSC — Yakub Ali Chowdhury Bidyapith | 2017

CERTIFICATIONS

- ICECET 2024 — Oral Presentation (Hybrid Recommendation Systems) | Jan 2024 | [View](#)
- Software Testing — University of Leeds | [View](#)
- Data Foundations — Google | [View](#)
- Technical Support Fundamentals — Google | [View](#)
- Python Data Structures — University of Michigan | [View](#)
- Programming for Everybody — University of Michigan | [View](#)

PUBLICATIONS

- Hybrid Recommendation Systems — ICECET 2024 (Oral Presentation) | [View](#)
- Dhaka Stock Exchange Dataset — Mendeley Data | [View](#)

PROJECTS

Supplier Business Website — [View](#)

Type: Business/Marketing Website | Tech: PHP/Laravel, MySQL, JavaScript, HTML, Tailwind CSS

- Developed a B2B website to present services, strengthen credibility, and generate leads.
- Implemented responsive UI and structured pages for services, contact/lead capture, and branding.
- Deployed and maintained the site for stable performance.

Aesthetic Clinic Management System — [View](#)

Type: Web App (Clinic Operations) | Tech: PHP/Laravel, MySQL, JavaScript, HTML/CSS

- Patient management: profiles, history, visit tracking.
- Appointment scheduling: centralized booking workflow.
- Billing & invoicing: invoice generation, service-based billing, payment tracking.
- Admin controls: role-based access concept.

Krishica.com — E-commerce Platform (Organic/Farm Products) — [View](#)

Type: E-commerce | Tech: Laravel/PHP, MySQL, JavaScript

- Built structured product catalog and admin-side controls for product/content management.
- Implemented product listing workflow and maintainable admin operations.
- Designed for scalability and future feature growth (orders/payments as needed).

Maitri POS & Inventory System — [View](#)

Type: POS + Inventory | Tech: PHP/Laravel, MySQL, JavaScript

- Developed billing workflow and inventory tracking for showroom operations.
- Supported stock updates tied to sales events to reduce manual mismatch.
- Implemented product and sales record management modules.

Maitri Store Management System — [View](#)

Type: Store Management | Tech: PHP/Laravel, MySQL, JavaScript

- Centralized product inventory, sales tracking, and customer records for small retail operations.
- Designed maintainable admin workflows for daily operations (create/update products, record sales, view summaries).

Petrol Pump Management System — [View](#)

Type: Operations Dashboard | Tech: HTML, CSS, JavaScript

- Dashboard with sales charts and fuel inventory table.
- Sales data entry by fuel type (quantity, price, payment method).
- Employee management module (add/update/remove records).

Heart Disease Prediction (Machine Learning) — [View](#)

Type: ML Pipeline | Tech: Python, scikit-learn

- Data cleaning, preprocessing, and feature preparation.
- Model training and evaluation workflow; repeatable pipeline structure.

Automatic Water Dispenser System (Arduino) — [View](#)

Type: Embedded/Hardware | Tech: C++ | Tools: Arduino Uno, Sonar Sensor, Relay, Motor

- Sonar-triggered automatic dispensing with relay-controlled motor.
- Adjustable dispensing logic (duration/flow) and modular setup for easy assembly.

System Monitoring App — [View](#)

Type: Desktop Utility | Tech: Python

- Monitors CPU usage and memory usage.
- Simple refresh UI for quick system checks.

ADDITIONAL

Languages: Bangla (Native), English (Professional)

Others: Well presentation & technical writing skills. Used to both individual & team/group work.

ACTIVITIES

- **Volunteer:** Active Student Volunteer
- **Member:** Computer Club, Southeast University
- **Member:** Science Club, Jashore Cantonment College, Jashore