SAHIL MAHBUB

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OBJECTIVES

A passionate student with a knack for solving tech problems, ready to join your team with intermediate software and hardware skills. I'm excited to gain experience, collaborate with your awesome crew, and make a positive impact.

CORE SKILLS

- Microsoft Office 365 & Google Suite
- Teamwork & Collaboration
- Computer Networking
- Security & System Administration
- Proficient in HTML, CSS, JavaScript, C# and SQL
- Hardware & Software Troubleshooting
- Customer Service and Communication
- Data Analysis & Problem Solving

WORK EXPERIENCE

Director, **IT infrastructure** 01/2022 to 06/2023
QIV Global Ltd.– Dhaka, Bangladesh

Outline
Leveraging efficient tech solutions to maintain inspection standards and client satisfaction. Developing strong client relationships through strategic communication, effectively acquiring new business. Recruiting international inspectors, building diverse, high-performing teams to support the company's international growth initiatives.

Key Responsibilities

➢ Manage company website content, ensure consistent updates, and implement SEO improvements for enhanced online visibility.
➢ Assist with Windows installation, configuration, and troubleshooting using Command Prompt or PowerShell for tasks like user account management, network settings adjustments, and disk management. Install and configure essential software applications for employee use, resolving any compatibility issues.
➢ Manage the deployment and configuration of Azure resources such as virtual machines, storage accounts, virtual networks, and Azure Active Directory.
➢ Create and deliver presentations to clients, showcasing the company's services and benefits.
➢ Formed and maintained spreadsheets for the company, ensuring accurate and timely data tracking and reporting. Utilized spreadsheet tools to analyze data, identify trends, and inform business decisions.

Key achievements:
- Designed and implemented the official company logo using Adobe Products.
- Contributed to the design and development of the company website, enhancing the company's online presence and brand identity by 40%.
- Resulted in a 20% increase in the company's client base over the 2022-2023 period.

NetCafe Manager, 11/2023 to Present
Space Gaming ApS – København, Denmark

Outline
Maintaining daily technical operations, and administrative tasks. Keeping a clean and welcoming environment for the customers. Managing financial transactions, inventory, and customers relationships to optimize business performance and profitability.

Key Responsibilities

➢ Process payments and manage customer accounts efficiently through server system including POS systems.
➢ Identify and troubleshoot technical issues during service while simultaneously maintaining top customer service.
➢ Conduct regular inspections and updates to maintain peak performance for hardware, software, and network infrastructure.

Key Achievements

- Implemented proactive maintenance measures that reduced computer downtime by 25% and improved customer satisfaction.
- Assembled 15 new computers and configured them to ensure server compatibility. Additionally, diagnosed and repaired over 40 computer hardware failures.
- Optimized security protocols to prevent the installation of unauthorized applications and mitigate potential cyber threats by 70%.
- Received a 5-star customer review on Google and was recognized as a top performer by my colleagues.

EDUCATION&QUALIFICATION

Bachelor of Science: Computer Science, 2023-2026
Niels Brock Copenhagen Business College – København, Denmark

IELTS, 2022
Overall Band - 7.0 - Academic

Higher Secondary Education, 2018-2021
St. Joseph Higher Secondary College – Dhaka, Bangladesh