SAHIL MAHBUB

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OBJECTIVES

Highly motivated and detail-oriented Computer Science student at Niels Brock with a passion for tackling technical challenges and expanding my IT knowledge. My academic background includes in-depth coursework in algorithms, operating systems, and network management. Furthermore, I possess practical experience configuring computers, managing Microsoft 365 and Azure Active Directory, and assisting colleagues with virtual machine setup on Mac machines. My strong communication and reporting skills enable me to effectively understand and troubleshoot assigned problems. I am a quick learner with a talent for adapting to new technologies and techniques to maximize their potential. Furthermore, I excel as a team player, communicator, and problem solver, demonstrating energy, curiosity, and perseverance even in challenging situations. I thrive in both individual and collaborative environments, welcoming the opportunity to work with diverse teams and contribute to positive change.

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

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

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

Computer Technical Specialist, 11/2023 to Present
Space Gaming ApS – København, Denmark

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