# Saidur Rahman

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portfolio-sgbk.vercel.app

## Summary

- Highly motivated and detail-oriented with over 6 years of experience in IT industry.
- Strong foundation in web development and a passion for creating innovative and user-friendly applications.
- Proficient in front-end stack such as HTML, CSS, JavaScript, React, Angular, Bootstrap and Material UI as well as back-end stack such as Java, Spring Boot, Node.js and Express.js.
- Solid understanding of both SQL and NoSQL databases, RESTful APIs, and version control systems.
- Experienced in developing web applications such as a web crawler and a photo sharing application for a private group and websites.
- Experienced in providing cloud application support and performing data migrations.
- Skilled in troubleshooting hardware and software problems.
- Excellent problem-solving skills and a collaborative team player with strong communication abilities.

## Skills

Languages: Python, Java, JavaScript, TypeScript, C++, PHP
Databases: MySQL, MongoDB, PostgreSQL, Firebase
Frameworks: Spring Boot, NodeJS, ExpressJS, ReactJS, Angular
Environments: Eclipse, IntelliJ Idea, MS Visual Studio
Engineering: AutoCAD, Matlab, Simulink, PSIM, OrCAD, Xilinx, Microwind
Others: Jira, Agile, SDLC, Git, HTML, CSS, Bootstrap, APIs, Bull, Sourcetree, Amazon S3, AWS EC2, Nginx server

## Experience

### Technical Support Representative

Fusion BPO Services Inc.
Aug 2017 – Present
Responsibilities:
- Responding to requests for assistance by chat or telephone (inbound)
- Handling technical inquiries and other customer service duties and logging resolution steps in a knowledge base when required, to improve team resources
- Diagnosing & troubleshooting TCP/IP, Microsoft 365 & Google Workspace applications and cloud applications such as VMware, Acronis, Backupify, Cloud Finder, Mimecast
- Onboarding, email migrations and support for Microsoft 365 and Google Workspace
- Remote support for hardware and software issues
- Providing technical support in Marketplace to different channel partners and escalating complex issues to the senior support team
- Effectively identifying new virus and spyware issues as they arise and remain up to date on the latest removal techniques
- Providing training to junior agents for cloud applications and email migrations

**Full Stack Developer Apprentice**
Next Level Soft Inc.
Oct 2022 – Nov 2023
Responsibilities:
• Identified and resolved frontend application bugs in Angular 8, HTML, CSS, Bootstrap, JavaScript, and TypeScript, resulting in an improved user experience.
• Contributed to the enhancement of the backend application built on Spring Boot, Spring Data Mongo, and Mongo Atlas, ensuring the platform's stability and scalability.
• Implemented a robust security layer by integrating the Firebase Authentication system to ensure the confidentiality of user data and content.
• Set up storage and delivery system using Amazon S3, optimizing performance and user experience.
• Deployed web applications on AWS EC2 instances, configuring Nginx server to ensure high availability and performance.
• Collaborated with the team to maintain and optimize the overall functionality of platform, keeping track and providing ongoing technical support.

**Web Developer**
Strategeek Digital Ltd.
Jun 2014 – Dec 2015
Responsibilities:
• Involved in improving efficiency and application of existing web services for clients
• Developed websites and tested applications accordingly
• Developed front end interface with HTML5, CSS, Bootstrap, JavaScript
• Data storage and retrieval done using SQL database
• Input website content into computerized databases with custom dashboards
• Performed QA of the work done by subordinates via code testing and validating new designs
• Provided technical support as necessary

# Education

Master of Engineering - MEng, Electrical and Computer Engineering
Concordia University
2016 – 2018

Bachelors, Electrical and Electronic Engineering
American International University-Bangladesh
2008 – 2011

# Certifications

**CS50's Introduction to Programming with Python** | [Certificate](#)
HarvardX
Issued Nov 2023

# Projects

**Web Crawler** | [GitHub](GitHub)

*Tech stack: React, Node, Express.js, MongoDB, Socket.io, Material UI, Redis, Bull*

• Developed a web app for aggregating posts about companies from various social media platforms.
• Implemented data storage and retrieval using MongoDB.
• Setup a cron job using Bull and Redis to periodically query and store posts in the database.
• Configured a weekly newsletter with top company posts using SendGrid.

**Library Management System** | [GitHub](GitHub)

*Tech stack: Java, Swing, MySQL*

• GUI-based management system for an educational institution to track library inventory and book borrowings.
• Implemented the front-end using Java and Swing.
• Utilized MySQL for back-end and database handling.