

# Saidur Rahman

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[github.com/saidur-rahman1](https://github.com/saidur-rahman1)

[portfolio-sgbk.vercel.app](https://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

Strategick 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](#)

*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](#)

*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.