Md Taibur Rahman

IT Support Specialist

In quest of an effective role where I can apply my enthusiasm, expertise and thorough approach to support my team, gain professional experience and develop my skills in a certain environment.

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WORK EXPERIENCE

IT Support Specialist
Vegans Solution

11/2019 - Present *Tallinn, Estonia*

Tasks
- Act as the first point of contact for all kinds of incidents and service requests from customers, perform initial investigation and if needed escalate to the appropriate team.
- Investigation of the User logs on the Bank Application through Splunk to identify the root cause.
- Finding the reasons for errors on the server and escalating it to the appropriate team.
- Monitoring the server load and constant follow-ups through multiple checks on the customer environment.
- Provided Help Desk-based support to end-users for a fast-paced web hosting firm, including troubleshooting, server support, payment-related queries, and customer service.
- Documenting/making User Journeys on the website for the final report for the clients.

Emerging Sports Trader
Genius Sports

09/2020 - Present *Tallinn, Estonia*

Achievements/Tasks
- Monitor and oversee odds and substance for matches accessible in Sportsbook
- Analyze Risk and escalate to Risk management team
- Propose wagering installations and upgrades Handle requests and inquiries from operators
- Testing of front-end facing product on administrators end and report issues

EDUCATION

MSc in Computer and Systems Engineering
Tallinn University of Technology

08/2019 - 05/2021 *Tallinn, Estonia*

BSc in Computer Science and Engineering
Southeast University

09/2014 - 10/2018 *Dhaka, Bangladesh*

SKILLS

Incident Management | Web Development | Project Management | Network Management | Requirement Analysis | Client Management | Bug Report and Documentation | Problem Solving | MS Office | Jira | SQL | Confluence | Digital Payment | Transactions Analysis | Team player | Multitasking

PERSONAL PROJECTS

Smart Health Care System

Automated Self-Learning Traffic-Control System

Obstacle detection robot using Coppeliasim and MATLAB Co- Simulation

Wireless Smart Home Security Model Design

ACHIEVEMENTS

Academic Scholarship (09/2014 - 12/2017)
South East University, Bangladesh

Second Place in Science Fair (07/2017)
Sensors guide Robot, North South University, Bangladesh

LANGUAGES

English
Full Professional Proficiency

Bangla
Native or Bilingual Proficiency

INTERESTS

Software testing | Robotics with AI | Internet of things (IoT) | Digital Payments