MD SABBIRUL ISLAM KHAN



Aspiring Backend & DevOps Engineer

IT Support • NOC • Linux • Networking • Python • AI-Assisted Projects

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Professional Summary

Management student and aspiring Backend & DevOps Engineer with practical experience in IT support and NOC-oriented technical environments, combined with growing exposure to Linux, networking, Python, Docker, backend technologies, and AI-assisted project development. The strongest practical foundation is in troubleshooting, technical support, networking, systems, and technology operations, while backend and DevOps remain my primary growth direction. Seeking an entry-level IT, NOC, Systems, Backend-support, or DevOps-oriented role where I can contribute, learn quickly, and grow through real-world engineering work.

Technical Skills

- **IT Support & Systems:** Hardware Troubleshooting, Software Troubleshooting, System Diagnostics, PC Setup & Maintenance, Linux / Ubuntu, Basic System Administration
- **Networking & NOC:** MikroTik, TCP/IP, DNS, DHCP, Routing, Network Troubleshooting, NOC Monitoring, Wireshark
- **Programming & Backend Exposure:** Python, FastAPI (Project exposure / AI-assisted), REST API concepts, PostgreSQL, Redis, Node.js (Familiarity / Working Knowledge)
- **DevOps & Automation Exposure:** Docker, Bash, Nginx, Systemd, Linux environments, AI-assisted workflow automation
- **AI / Emerging Technology:** Local LLMs, Ollama, Model experimentation, AI-assisted development, RAG concepts, AI workflow experimentation

Work Experience

- **IT Support** | Shunno IT | August 2025 – November 2025
  - Delivered L1/L2 software support for "Netfee" ISP billing and management platform, diagnosing client-facing software issues and resolving support tickets via phone, email, and chat.
  - Assisted NOC personnel with basic network troubleshooting, link failure diagnostics, and customer connection resolution.
- **Python Programming Trainee** | Bangladesh Hi-Tech Park Authority | 2023 – 2024
  - Completed structured Python programming training, acquiring practical experience in core logic, data structures, automation scripts, and software development fundamentals.
- **CES Field Interviewer (EPI)** | Center for Social and Market Research (CSMR) | Dec 2023 – Feb 2025
  - Executed Expanded Program on Immunization (EPI) coverage evaluation surveys across assigned field regions, collecting, digitizing, and analyzing public health data.
  - Collaborated with field supervisors and health officials to maintain strict data integrity, follow survey protocols, and manage field operations.
- **Content Creator** | Aditi | Feb 2024 – May 2024
  - Produced and edited visual media content to support digital marketing campaigns and brand storytelling.
- **Technical Support Specialist** | MR Computer | May 2021 – June 2022
  - Diagnosed and repaired hardware failures, operating system errors, and local area network (LAN) connectivity issues for desktop computers.

- Installed, configured, and maintained desktop operating systems, software packages, and computer peripherals for individual and commercial clients.

Selected Technical Projects / Project Exposure

- **AI-Assisted Microservices & Network Prototyping** *(AI-Assisted Prototype / Technical Experimentation)*
  Explored REST API architecture using FastAPI, Redis caching, and Docker containerization to prototype lightweight backend microservices.
- **Local LLM & Automation Workflows** *(Learning & Experimentation)*
  Configured local AI inference pipelines using Ollama and tailored prompt workflows to automate technical documentation and operational tasks.
- **Linux & Network Monitoring Setup** *(Hands-On Exposure)*
  Configured local Linux (Ubuntu) server environment featuring Nginx reverse proxy, systemd service management, and network diagnostic tools (Wireshark, ping, traceroute).

Academic Education

- **Bachelor of Business Administration (Management)**
  Rajshahi College | 2021 – Expected 2026
  Current Status: 4th Year Running (Session: 2021–22)
- **Higher Secondary Certificate (Business Administration)**
  Hat Gangopara B.M College | Feb 2022
  GPA: 5.00 / 5.00 | Specialization: Computer Operations
- **Secondary School Certificate (Science)**
  Hat Gangopara B.M College | Feb 2019
  GPA: 4.68 / 5.00 | Trade: General Electronics

Training & Workshops

- **AI in Immersive Technology, Level-6 (360 Hours)** — National Skills Development Authority (NSDA) | *Issued Feb 2026 (Statement of Achievement)*
- **Research Methodology** — Rajshahi College Research Community (RCRC) | *May 2025*
- **Introduction to Python** — Bangladesh Hi-Tech Park Authority | *2023 – 2024*
- **Certificate in National Skill Standard Basic 360** — Bangladesh Technical Education Board (BTEB) | *Issued Jan 2019*

Extra-Curricular Activities & Community Involvement

- **Google Maps Local Guide:** Active contributor to community mapping, location updates, and local reviews since 2017.
- **IT Secretary | Rajshahi College Presentation Club (RCPC):** Managed technological setups, presentation systems, and audio-visual equipment for club programs and events.
- **General Member | Volunteer for Bangladesh (VBD):** Participated in community welfare projects, youth development, and voluntary drives.

Additional Skills

- **Creative & Media Skills:** Photography, Videography, Video Editing, Social Media Marketing

Languages

➔ **English:** Good professional working proficiency (reading, writing, listening, speaking)
➔ **Bengali:** Native language
➔ **Hindi:** Conversational proficiency (listening, speaking)

(Md Sabbirul Islam Khan)