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(LinkedIn)
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Top Skills

Network Hardware
Thinking Skills
System Administration

Languages

Arabic (Professional Working)
Spanish (Professional Working)
English (Professional Working)
Bangla (Native or Bilingual)
Hindi (Native or Bilingual)

Certifications

Computer Networking
Hardware and Operating Systems
Technical Troubleshooting:
Diagnostics, Networks, Customers

MD RABBY MIA

IT Support Specialist | System Administration
Dammam, Eastern, Saudi Arabia

Summary

As a skilled Windows system administrator with three years of experience in managing multi-platform networks and troubleshooting systems, I am passionate about providing exceptional IT support. I have expertise in Windows system administration, network troubleshooting, and implementing Security Technical Implementation Guides (STIGs).

Holding a BSc in Computer Science from the University of London has strengthened my theoretical understanding and enhanced my practical skills in developing robust IT solutions. My commitment is focused on improving IT infrastructure and delivering an outstanding service experience, consistently achieving high levels of customer satisfaction.

Experience

Fahad Supplies, Branch of Khalifa Dakhil Al Dhubaib Est.
IT Support Specialist | System Administration
June 2022 - Present (2 years 8 months)
Dammam, Eastern, Saudi Arabia

Managed and maintained servers, networks, and infrastructure to ensure high system availability. I also provided full life-cycle IT support, troubleshooting, and resolving issues within multi-platform networks. I consistently resolved 90% of service tickets within defined service level agreements (SLAs), which enhanced user productivity. Developed and maintained IT procedures, streamlining processes to improve the user experience. Additionally, I managed over 70 Active Directory accounts, ensuring data security and user access control. I implemented patches and system upgrades biweekly to keep systems up-to-date, successfully reducing downtime by 30%.

Incontrade Limited
Information Technology Support Assistant
2020 - 2021 (1 year)
Chattogram, Bangladesh

Provided comprehensive IT support throughout the entire lifecycle, including troubleshooting and resolving issues within multi-platform networks.

Chittagong Sea Port Bangladesh

Assistant jetty sarkar, Export,Import Customs Clearing & Forwarding Agent

October 2017 - November 2019 (2 years 2 months)

Chattogram, Bangladesh

Coordinate and manage all export and import shipments to ensure timely and accurate processing. Prepare and review shipping documents, including invoices, packing lists, and bills of lading, while ensuring compliance with all customs regulations and procedures for both import and export shipments. Prepare and submit customs declarations and documentation to the relevant authorities. Collaborate with freight forwarders, shipping lines, and transport companies to identify the best shipping methods and routes. Track and monitor shipments to ensure timely delivery, and resolve any delays or issues that may arise. Stay updated on changes in customs regulations, trade agreements, and tariffs that could affect shipping operations. Serve as the primary point of contact for clients regarding shipping and customs inquiries. Provide clients with updates on shipment status, customs clearance, and delivery timelines. Maintain accurate records of all import/export transactions, customs documentation, and correspondence. Prepare reports on shipping activities, costs, and compliance for management review. Address and resolve any issues related to customs clearance, shipping delays, or documentation discrepancies.

Education

University of London

BSc Computer Science In Online Program, Computer Science