

MD RABBY MIA

IT Support Specialist | Windows System Administrator

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 Dammam, Saudi Arabia

SUMMARY

As a dedicated Windows System Administrator with 4 years of comprehensive experience in managing multi-platform networks and resolving system-related challenges, I am eager to provide high-quality IT support. I possess a strong proficiency in Windows system administration, network troubleshooting, and the implementation of Security Technical Implementation Guides (STIGs). Recently, I achieved significant milestones, including the successful accreditation of systems and receiving a service excellence award, reflecting my commitment to optimal performance and client satisfaction.

EXPERIENCE

System Administrator

Abeer Ahmed Majrashi Establishment.

 05/2025 - Present

 Dammam, Saudi Arabia

Managed and maintained servers, networks, and infrastructures ensuring high levels of system availability.

- Managed 70+ Active Directory accounts, ensuring data security and user access control.
- Maintain the IT system, connectivity and equipment used by the company at points of sale.
- Management of all the IT hardware & software licenses (setting up, installations and maintenance)
- Support on-site infrastructure: network, meeting rooms, user accesses

IT Support Specialist | System Administrator

Fahad Supplies, Branch of Khalifa Dakhil Al Dhubaib Est.

 06/2022 - 06/2025

 Dammam, 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.

- Managed 100+ Active Directory accounts, ensuring data security and user access control.
- Network infrastructure management.
- Email management.
- SQL Server management.
- Resolution of server incidents.
- Resolution of network incidents (firewalls).

Help Desk Technician

Incontrade Limited

 2020 - 2021

 Chattogram, Bangladesh

User Support & Device Management Provide on-site and remote support for employee hardware (PCs, laptops, mobile devices, printers)

- Troubleshoot software and hardware issues in a timely manner.
- Perform basic troubleshooting of connectivity issues, Wi-Fi performance, and LAN configurations.

EDUCATION

Diploma in Computer Science

Bangladesh Youth Technical Training

 2017 - 2020

 Chattogram, Bangladesh

Secondary School Certificate (SSC)

National Bangla High School

 Dhaka, Bangladesh

STRENGTHS



Problem Solving

Used advanced diagnostic techniques to solve complex hardware and software issues, including a major network disruption that impacted multiple departments.

SKILLS

Windows system administration

IT Support Specialist

Active Directory

LAN/WAN environment

Firewalls

Network troubleshooting

Hardware

Soft boards

Software

SQL Server

Microsoft 365

Email management

ERP

CRM

WordPress

Driving

CERTIFICATION

Microsoft Certified: Windows Server 2016

Acquired practical experience and knowledge in managing Windows Server 2016 through Microsoft Learning.

CompTIA A+

Completed intensive certification course through CompTIA to advance knowledge and skills in IT.

Google IT Support Professional Certificate

Google Career Certificates

Google

Hardware and Operating Systems

IBM

LANGUAGES

English

Advanced



Bengali

Native



Arabic

Advanced



Hindi

Native

