



MD AL ASHIKUL BARI APON

Cybersecurity graduate and adaptable IT professional capable of quickly mastering and working across diverse technologies, platforms, and hardware environments including domain management, hosting environments, network administration, hardware troubleshooting, IT support, e-commerce platforms like Shopify and WordPress and IoT devices. Proven focus on keeping complex technical systems running reliably and efficiently

CONTACT

-  Dhaka, 1207, Bangladesh
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LANGUAGES

English:	C1
Advanced	
Bengali:	C2
Proficient	
Hindi:	A2
Elementary	
German:	A1
Beginner	

SKILLS

- SaaS troubleshooting
- Technical Support & Help Desk Operations
- System Administration & Operating Systems
- Network Administration & Troubleshooting (LAN/WAN)
- Hardware maintenance
- E-commerce operations
- IT service management
- Information Systems & Operations

CERTIFICATIONS

- Technical Support Fundamentals
- Cyber security Tools & Cyber Attacks
- CCNA Training
- IOT

EXPERIENCE

Senior Technical Experience Engineer

Parselab LLC - Dhaka, Bangladesh

- 09/2024 - Current
 - Developed and customized Shopify themes to optimize user workflows and platform performance.
 - Delivered end-to-end Shopify support and SaaS troubleshooting, ensuring timely resolution of client issues.
 - Overcame technical roadblocks through systematic troubleshooting, enhancing service reliability.
 - Collaborated with team members to provide consistent technical support, improving overall service delivery.

IT Support Executive

Wholesale electronics city - Dhaka

- 08/2023 - 08/2024
 - Administered operating systems, Windows environments, Office 365, and ticketing systems, streamlining daily operations for improved user experience.
 - Handled system administration, IT infrastructure management, and data security to ensure system stability.
 - Managed local area networks (LAN), wide area networks (WAN), and network switches, enhancing reliable connectivity across the organisation.
 - Delivered IT hardware support and troubleshooting for laptops, printers, and system devices, ensuring minimal downtime.

Research And Development Officer IT

Tech spade USA - Dhaka, Bangladesh

- 11/2022 - 07/2023
 - Managed IT infrastructure, hardware, and networks for peak performance.
 - Secured company data and resolved technical issues to minimise downtime.
 - Handled software and driver installations.
 - Maintained accurate and accessible technical documentation.
 - Tracked industry trends to inform and improve internal processes.

IT and E-commerce Exicutive

Alin hub - Dhaka, Bangladesh

- 03/2020 - 07/2021
 - Implemented security measures and troubleshooting protocols to safeguard data integrity
 - Customised themes and managed plugins to enhance user experience
 - Theme customisation and plugin management, Basic PHP and MySQL, Security and troubleshooting and other tools.

EDUCATION

2022

Bachelor of Technology Information Technology

Lovely Professional University - Punjab, India

- Majored in Cyber Security
- Coursework in Network Troubleshooting, Cloud Computing, and Technical Support Fundamentals