

# Md Mahfuj Hossain

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## Professional Summary

A results-driven IT Support Specialist with a bachelor's in information technology from Lincoln University. Highly skilled in IT support, system administration, network security, and infrastructure management. Experienced in troubleshooting hardware/software issues, configuring networks, and implementing cybersecurity best practices. Proficient in a variety of technologies including Windows, Linux, macOS, AWS, Azure, Google Workspace, Active Directory, VPNs, and firewalls. Expert in PowerShell, Bash, and Python scripting for automation. Passionate about driving operational efficiency, security compliance, and incident response strategies to optimize IT environments.

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## Professional Experience

### Technical Support Assistant

**Novi Frozen Foods, Fashion and Cafe** — Shah Alam, Malaysia

*2022 – Present*

- Provide L1 & L2 IT support for troubleshooting hardware/software issues and system maintenance.
- Deploy and configure security devices, ensuring compliance with IT security policies.
- Perform system updates, vulnerability patches, and access control audits to maintain security.
- Manage IT asset tracking, ensuring seamless operations and device security.

### IT Coordinator

**Cure and Smile Bangladesh Foundation** — Dhaka, Bangladesh

*October 2019 – 2020*

- Led the unification of IT infrastructure, ensuring robust network security.
- Collaborated with cybersecurity teams to enhance cyber hygiene and risk mitigation.
- Developed and enforced data protection policies to prevent unauthorized access.

### Technical Support Assistant (Remote)

## **Eco Travels Dominion Road — New Zealand**

*January 2019 – September 2019*

- Provided remote IT support, troubleshooting hardware and software issues.
- Configured and secured digital platforms, implementing security best practices.
- Assisted in network troubleshooting, ensuring performance optimization and security compliance.

## **Assistant IT Technician**

### **Enzenius Ltd — Dhaka, Bangladesh**

*January 2019 – September 2019*

- Offered technical assistance for IT system maintenance, security enforcement, and network administration.
- Identified and mitigated system vulnerabilities, strengthening IT infrastructure.
- Provided end-user support for network, software, and hardware issues.

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## **Core Competencies**

- **IT Support & Helpdesk:** Troubleshooting hardware/software/network issues
- **System Administration:** Windows/Linux management, Active Directory, patch management
- **Network Management:** Configuration of routers, switches, VPNs, and firewalls
- **Cybersecurity Awareness:** Endpoint protection, access control, SIEM basics
- **Cloud Computing:** AWS, Azure, Google Cloud (Virtualization, IAM management)
- **Technical Documentation:** IT policies, security guidelines, compliance reports
- **Automation & Scripting:** PowerShell, Bash, Python for IT task automation
- **Incident Response & Threat Analysis:** Security monitoring, threat mitigation strategies

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## **Education**

### **Bachelor's in Information Technology (Cybersecurity Specialization)**

*Lincoln University, Selangor, Malaysia | Graduation: 2024*

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## **Certifications**

- **NASSCOM IT Certification** — Learning from LICT Project (Collaboration with India & Washington DC University, 2017)
- **BITM Certification** — Web Design and Development

- **Google Garage Foundation Certification** — Digital Skills for Work
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### **Additional Information**

- **Soft Skills:** Problem-solving, Communication, Team Collaboration, Attention to Detail
  - **Languages:** English, Bengali, Malay
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### **References**

Available upon request