Mahmudur Rahman Labib

Technical Support Engineer

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PROFILE

Technical Support Engineer with a strong foundation in Linux system administration, web hosting, and cloud server management. Experienced in troubleshooting complex issues involving **Docker**, **Nginx**, **MySQL**, **Redis**, and **WordPress**. Skilled in setting up and maintaining **VPS** environments such as **AWS** and **DigitalOcean**, installing software packages, configuring SSL/TLS, and managing DNS records.

Proven ability to deploy and optimize websites, improve server performance, and analyze logs to quickly identify and resolve issues. Experienced in providing responsive technical support via email and chat, ensuring high levels of customer satisfaction while maintaining clear and detailed documentation. Collaborative team player who values efficiency, security, and delivering tailored solutions. Committed to continuous learning and staying updated on emerging technologies in hosting, cloud services, and system administration.

PROFESSIONAL EXPERIENCE

WordPress Developer   07/2023 – present
Boi Brikkho 🔗   Dhaka, Bangladesh

WordPress Support Engineer   04/2023 – 07/2023
Boi Brikkho 🔗   Dhaka, Bangladesh

Frontend Developer   12/2022 – 04/2023
Finite Touch Studio 🔗   Dhaka, Bangladesh

EDUCATION

Bachelor of Science in Computer Science and Engineering   06/2022
University of Liberal Arts Bangladesh   Dhaka, Bangladesh

COURSES

Technical Support Fundamentals 🔗

Foundations of Cybersecurity 🔗

PROJECTS

Personal Website 🔗
Designed and developed a responsive personal portfolio website using Hugo. Deployed on GitHub Pages, highlighting proficiency in deployment workflows and Version Control.

Deployed Projects 🔗
Hosted and configured multiple web services on DigitalOcean, utilizing Docker for containerization and Caddy for reverse proxy setup.

LANGUAGES

English   ● ● ● ● ○   Bengali   ● ● ● ● ●

SKILLS

WordPress	PHP	
Docker	Ngnix	
Caddy	MySQL	
Trello	DigitalOcean	
Version Control		