

# NAGIB MAHFUZ PLABON

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Experienced **IT Professional** with over 7 years of experience in **Server Administration**. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.

## Work History

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**2021-04 - Current**

### **Server Administrator | Level 2**

*ExonHost, a brand of Purple IT Ltd., Dhaka, Bangladesh*

- Served ExonHost, subsidiary of PurpleIT as **Level 2** Server Administrator. There I attended Live Chat Support & Support Ticket Response Team.

**2020-07 - 2020-08**

### **Server Administrator | Level 2**

*ExonHost, a brand of Purple IT Ltd., Dhaka, Bangladesh*

- Served ExonHost, subsidiary of PurpleIT as **Level 2** Server Administrator. There I attended Live Chat Support & Support Ticket Response Team.

**2018-09 - 2020-06**

### **System Administrator | Level 2**

*Sync Serve, Dhaka, Bangladesh*

- SYNC SERVE is a Web Solution Provider. It's providing Web Development, Web Design, Web Hosting, Domain Registration, Bulk SMS, VPS & Dedicated Server from 2013. Served as **Level 2** System Administrator at Sync Serve for that period.

**2014-07 - 2018-08**

### **System Administrator | Level 1**

*Sync Serve, Dhaka, Bangladesh*

- SYNC SERVE is a Web Solution Provider. It's providing Web Development, Web Design, Web Hosting, Domain Registration, Bulk SMS, VPS & Dedicated Server from 2013. Served as **Level 1** System Administrator at Sync Serve for that period.

**2014-01 - 2014-06**

### **Marketing Manager**

*NetworkArray, a sub-division of REAK Infotech LLP, Madhya Pradesh, India*

- Worked with marketing teams to create, deploy and optimize effective campaigns for Web Hosting clients.




## Education

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- 2016-01 – 2019-12**     **Bachelor of Science: Civil & Environmental Engineering**  
*Shahjalal University Of Science & Technology, Kumargaon, Sylhet-3114.*
- CGPA: 2.83 on a scale of 4.00 (Current)
- 2013-05 - 2015-04**     **Higher Secondary Certificate (HSC): Science**  
*Rajuk Uttara Model College - Uttara, Dhaka-1230.*
- GPA: 5.00 on a scale of 5.00
- 2011-01 - 2013-02**     **Secondary School Certificate (SSC): Science**  
*Rajuk Uttara Model College - Uttara, Dhaka-1230.*
- GPA: 5.00 on a scale of 5.00

## Skills

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Linux Server Administration	
Business Operations	
Communications	
Problem Resolution	
Team Building & Management	
Customer Service	

## Certifications

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<u>Time</u>	<u>Provider</u>	<u>Course</u>	<u>Grade (%)</u>
2021-03	cPanel University	cPanel & WHM System Administrator I Certification (CWSA-1)	91.18
2021-03	cPanel University	cPanel & WHM Administrator Certification (CWA)	85.00
2021-03	cPanel University	LiteSpeed Certification (CPLSC)	90.00
2020-06	Coursera	The Bits and Bytes of Computer Networking	96.40
2020-06	Coursera	Grammar and Punctuation	94.30
2020-05	Coursera	Linux Server Management and Security	90.00
2020-05	Coursera	Programming (Python) for Everybody	98.30


## Research

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**IMPACT OF LOW OCCUPANCY PUBLIC TRANSPORT VEHICLES ON SYLHET CITY TRAFFIC: LOS AND CONGESTION COST APPROACH**

## Software

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HTML5	
cPanel / WHM	
SolusVM	
Virtualizor	
DirectAdmin	
LiteSpeed	
AutoCAD	

## Extra-Curricular Activities

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### **Shahjalal University Photographers' Association (SUPA)**

- Position: **General Secretary**
- Committee: **22nd Executive Committee (2019-2020)**
- Organized International Photography Exhibition "Inquest Insight 5" hosted in Sylhet, Dhaka & Kolkata.

### **Association of Civil & Environmental Engineering**

- Position: **IT Secretary**
- Committee: **25th Executive Committee (2019-2020)**
- Organized different seminars, managed IT infrastructure.

### **Bangladesh Society for the Change and Advocacy Nexus (B-SCAN)**

- Position: **IT Consultant**
- Period: **June 2012 - April 2017**
- Managed IT infrastructure.

## Accomplishments

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Achieved 1st Position in "Project" category in Rajuk Nature Festival powered by IUCN in January, 2011.

Achieved 2nd Runner UP Position in "Junior" category in 8th Bangladesh Mathematical Olympiad powered by Dutch-Bangla Bank, Prothom-Alo in January, 2010.

Achieved 2nd Runner UP Position in "Primary" category in 6th Bangladesh Mathematical Olympiad powered by Dutch-Bangla Bank, Prothom-Alo in January, 2008.

Achieved 1st Runner UP Position in “Primary” category in 5th Bangladesh Mathematical Olympiad powered by Dutch-Bangla Bank, Prothom-Alo in December, 2006.

## Languages

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Bangla	
English	
Hindi	

## References

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