Talha Talukder *Enterprise Support Agent - MSIT*



linkedin.com/in/rahat99 github.com/rahattalha99

Chattogram, Bangladesh

PROFILE

A proactive and enthusiastic IT professional with a sound foundation in IT support, progressively advancing to manage IT operations in a multinational environment. Skilled in Server Management, Networking, Hardware, ERP, Information Security, and overall IT operations, with additional expertise in Project Management, Implementation, Documentation, and Business Process Optimization. Adept at bridging the gap between IT and business operations through strong communication and coordination skills. A results-driven professional with a can-do attitude, committed to delivering efficient solutions and driving organizational success.

SKILLS

Soft Skills: Leadership | Creativity | Problem-Solving | Time Management | Critical Thinking & Decision Making | Communication & Coordination

Office Productivity: Microsoft Office Suite (OneDrive | Sharepoint | Excel | Word | PowerPoint | Outlook)

Hardware & Troubleshooting: Servers | Storage Devices | Workstations | Printers | Peripheral Devices

IoT, Embedded Systems & Machine Learning: IoT Device Configuration | Raspberry Pi | Arduino | Smart Home Automation | Machine Learning for IoT Applications

ERP & IT Operations: SAP | Helpdesk Management | iTop (Asset and Inventory Management)

Cloud Technologies: Microsoft Azure | Virtualization (VMware)

Networking: LAN/WAN | TCP/IP | DNS | DHCP | VPN | AP Configuration | Cisco Routing & Switching

Server Management: Active Directory | Group Policy | Exchange Server | PowerShell Scripting

Web Development: HTML5 | CSS3 | JavaScript | Bootstrap/Tailwind | React | Python | Django | Rest APIs | PostgreSQL | Supabase | Git | Github | Render/Railway/PythonAnywhere

Graphic & Multimedia Design: Poster & Banner Design | Photo Editing | Video Editing

Design Tools: Adobe Photoshop | Adobe Illustrator | Adobe Premiere Pro | Canva

LANGUAGES

Bangla (Native)	●●●●●	English (Official Proficiency)	●●●●○
Hindi (Official Proficiency)	●●●○○	Urdu (Official Proficiency)	●●●○○

PROFESSIONAL EXPERIENCE

Midas Safety Bangladesh Limited

Enterprise Support Agent - MSIT 07/2025 – 08/2026

Chattogram,

- Provided **Level 1, 2, 3 & 4 IT support**, resolving complex technical issues across systems, networks, and applications.
- Played a key role in **IT product procurement & vendor coordination**, including budget alignment and purchase justification.
- Supported **IT CAPEX/OPEX planning and budgeting practices** to optimize cost efficiency and asset utilization.
- Managed **advanced troubleshooting, escalations, and root-cause analysis** for critical incidents.
- Led multiple **IT infrastructure and automation projects**, working closely with **external vendors** and **internal cross-functional teams** under a unified framework to ensure smooth execution and successful completion.
- Collaborated with **Global SOC, Enterprise & Security Teams** to strengthen security posture and ensure policy compliance.
- Collaborated with the **Global Risk & Compliance Team** to identify and mitigate operational and security risks, ensuring alignment and compliance with practices followed in other regions.

Trainee - Enterprise Support Agent 09/2024 – 06/2025
Chattogram, Bangladesh

- Delivered **Level 1 & 2 IT support**, resolving **95% of issues on first attempt**.
- Managed IT infrastructure including **servers, networking, and security systems**, achieving **99.9% uptime**.
- Closed helpdesk tickets within SLA timelines and ensured compliance with support standards.
- Resolved **cybersecurity incidents raised by SOC**, minimizing risk and security exposure.
- Provided technical support to **200+ users**, covering hardware, software, and connectivity issues.
- Handled **asset & inventory control (i-Top), software licensing, and vendor coordination**.
- Prepared **IT documentation, SOPs, and user training materials** to enhance operational efficiency.

Intern - MSIT 05/2024 – 09/2024
Chattogram, Bangladesh

- Assisted in **network troubleshooting, server maintenance, and system support activities**.
- Deployed and configured **OS for 100+ workstations**, ensuring readiness and compliance.
- Provided IT support to **100+ users** for hardware, software, and network-related issues.
- Collaborated with the **Global IT Team** for remote troubleshooting, deployments, and updates.

Teaching Assistant 01/2023 – 07/2023
International Islamic University Chittagong
Chattogram, Bangladesh

- Assisted faculty members in conducting lectures, lab sessions, and student evaluations.
- Guided students in practical IT-related coursework, including programming, networking, and cybersecurity fundamentals.
- Helped design and review assignments, quizzes, and exam materials to enhance learning outcomes.
- Supported research activities by collecting data, preparing reports, and analyzing results.
- Organized and maintained learning materials, ensuring students had access to updated resources.

EDUCATION

Bachelor of Science (BSc) in Computer and Communication Engineering (CCE) 2019 – 2024
International Islamic University Chittagong
- **CGPA: 3.76**

Higher Secondary Certificate (HSC) in Science 2017 – 2018
Chittagong Cantonment Public College
- **GPA: 4.08**

Secondary School Certificate (SSC) in Science 2015 – 2016
Bangladesh Railway Govt. High School
- **GPA: 5.00**

CERTIFICATIONS

CompTIA A+ (220-1001) Training Series – LinkedIn Learning

Master Microsoft Outlook

Fundamentals of digital marketing - Google
Credential ID: 276420587

Gemini Certified Educator - Google

SAP S/4HANA Essential Training
Credential ID: da33e2df3541e66d53122d85ea4a6029b31103dfc6fa03e5d6b5359f4404e870

Official ISC2 Online Self-Paced Training for Certified in Cybersecurity - ISC2
Credential ID: 74b26475-7e36-45d8-8cf7-e967d20206cc

Cybersecurity and the Internet of Things - University System of Georgia
Credential ID: U9FU97TB5NZ7

Introduction to HTML5 - University of Michigan
Credential ID: TKC4QUF5Y5K9

TensorFlow for Deep Learning Bootcamp
Credential ID: UC-b2a77fbe-8d69-4135-bdd0-29addce2bffc

PROJECTS

Attendance System Modernization - Hikvision | AWS | SAP SuccessFactors 2026
Role: Project Lead - BD | Scope: Biometric Devices, Network, Cloud & Enterprise System Integration
Achievement: Modernized the attendance infrastructure by deploying Hikvision biometric devices and supporting end-to-end attendance data flow through the centralized AWS environment to SAP SuccessFactors, improving automation and reducing dependency on legacy CPU-based systems

Asset Obsolescence & E-Waste Disposal Optimization Project 2026
Role: Project Lead | Scope: IT Assets, Networking Equipment, End-of-Life Hardware
Achievement: Optimized asset inventory, freed storage space, improved audit readiness, and ensured environment-friendly e-waste handling in line with corporate governance standards.

File Server to NAS Migration & Storage Optimization 2025
Role: IT Officer | Scope: Data Storage, Backup & File Management Infrastructure
Achievement: Improved data availability, faster file access, better storage utilization, and strengthened backup and recovery capability.

Automated Gate Pass System Implementation 2025
Role: Local Implementation Lead | Teams: HR, Admin, Security, IAD & Global MSIT Development Team
Achievement: Improved process transparency, enhanced security monitoring, reduced manual dependency, and enabled digital traceability of gate pass records.

CCTV Surveillance System Expansion & Optimization 2025
Role: Project Lead | Vendor: Excel Technologies
Achievement: Improved workplace safety, incident investigation capability, and security monitoring efficiency.

Access Control System Implementation for Server Room (Unit-01) 2025
Role: IT Engineer | Company: Midas Safety Bangladesh Limited
Achievement: Strengthened physical security, ensured real-time entry monitoring, improved audit readiness, and improved compliance with **ISO 27001** standards.

UPS Battery Bank Replacement Project (54 Units) 2025
Role: IT Officer | Company: Midas Safety Bangladesh Limited
Scope: Critical Power Backup — Multiple IT & Network Racks
Achievement: Restored stable power backup, reduced power-failure risks, and improved operational uptime and system reliability.

Implementation of 3kVA Online UPS for Network Uptime 2025
Role: IT Officer | Company: Midas Safety Bangladesh Limited
Achievement: Ensured uninterrupted network uptime in Unit-02, significantly enhancing IT infrastructure reliability.

Employee Automatic Leave Management System – Kiosk Implementation 2024
Role: Country Project Lead (Bangladesh) | Teams: Global MSIT, HR & Development
Achievement: Digitized leave processing, reduced manual work, improved attendance visibility & accuracy.

IoT-ML Driven Smart Irrigation System (Thesis Project) 2024
Role: Researcher & Developer | Institution: IIUC

AWARDS

Monthly Employee Recognition – Teamwork Segment (April 2025)
Midas Safety Bangladesh Limited
Recognized for leading the CCTV Integration Project, coordinating cross-functional teams and vendors, optimizing camera alignment and coverage across multiple units, and strengthening surveillance reliability and live monitoring capability.