



REDWONE FERDOUS

Experienced Technical Support Engineer | cPanel Certified
| Server Management | Datacenter Technician

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EDUCATION

BS in Computer Science & Engineering

University of Asia Pacific – UAP
2022–Present

SKILLS

- Server Administration
- Troubleshooting CMS (WordPress, Drupal, Magento, PHP/Laravel)
- Troubleshooting Node.js and Python Applications
- Troubleshooting DNS Problems
- Troubleshooting LiteSpeed
- Troubleshoot and Configure Firewalls
- Good Knowledge of WHMCS
- Juniper Switch
- Mikrotik
- Python (basic)
- Bash (Basic)

EXPERIENCES

- OS: Centos, Almalinux, Cloudlinux, Ubuntu
- ControlPanels: cPanel/WHM, Direct Admin, AA Panel, Webuzo, Cyber Panel, Virtualizor, VMWare etc
- Database: Maria DB, Mongo DB, MySQL, PostgreSQL
- Web Servers: Apache, Litespeed
- CMS: WordPress, Drupal, Magento, PHP/Laravel
- DNS: PowerDNS, DNS Only
- Hardware: Dell Servers, Supermicro Server, Ryzen Custom Build Servers
- Email POP, IMAP, SMTP, Outlook, Webmail
- Monitoring Tools: Zabbix, LibreNms, UptimeKuma

LANGUAGES

- English
- Bangla

PROFILE

Born in Kurigram and raised in Dhaka, my passion for the dynamic world of Information Technology led me to a degree in Computer Science and Engineering. With a relentless drive for knowledge, I've gained 5 years of hands-on experience in Server Administration and Datacenter Technician tackling complex challenges and innovating within the IT landscape.

WORK EXPERIENCE

ExonHost – Dhaka, Bangladesh

2023 – Present

- Technical Support Engineer (Remote)
 - Manage and Setup Servers
 - Troubleshoot DNS, Mail Server, Litespeed, CloudLinux etc
 - Solve Tickets and Live chat problems

GOTMYHOST – Dhaka, Bangladesh

2023 – Present

- Technical Support Lead (Hybrid)
 - Lead, mentor, and develop a team of technical support specialists.
 - Oversee the resolution of complex technical issues and ensure high customer satisfaction.
 - Analyze and improve support processes to enhance efficiency and service quality.
 - Develop and implement support strategies aligned with the company's goals, and collaborate with other departments for continuous improvement.

Senior Technical Support Engineer (On Site)

2021 – 2022

- Managing control panels: cPanel/WHM, Plesk, Webuzo, CyberPanel.
- Installation, setup, and optimization of control panels.
- DNS server management: Bind, NSD, PowerDNS.
- Web server configurations: Apache, Litespeed.
- Disaster Recovery and backup management.
- Virtualization: Virtualizor, Proxmox.

Technical Support Engineer (On Site)

2019 – 2021

- Attending Live chat and solving tickets
- Server Management
- Troubleshooting CMS, DNS, Email Server Etc.

CERTIFICATIONS

- cPanel & WHM Administrator Certification (CWA)
- cPanel Professional Certification Exam (CPP)