

Azadur Rahman

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Summary

A versatile and experienced professional with expertise in web and graphic design, IT support, and digital marketing. Proficient in WordPress, Shopify, and frontend technologies, with a demonstrated ability to create user-friendly websites and applications. Strong communication and problem-solving skills developed through customer-facing roles. A recent IT graduate actively seeking opportunities in web development, IT support, or administrative roles, where I can apply my skills and contribute to organizational success.

Skills

Web and Graphics Design

HTML and CSS
Bootstrap
JavaScript
React JS
WordPress & Shopify
Responsive Design
Content Management System

Digital Marketing and SEO:

Digital Marketing
Graphics Design
SEO (On-Page Tactics)
Social Media Marketing
Project Management
Lead Generation
Team Collaboration
Microsoft Office

IT and Technical Support:

IT Support
Software management
Technical Support
Troubleshooting
Centralized management
IT security
Systems administration

Administrative and Customer Service

Administrative Tasks
Record-keeping.
Inquiry Management
Mail and Delivery Handling
Access and Security Management
Problem-solving
Customer Service
Process management

Education and Certifications

Educations

Diploma in Computer Science (4 years)

Islami Bank Institute of Technology, Sylhet, Bangladesh (2015 - 2019)

Bachelor of Information Technology

Fairleigh Dickinson University – Vancouver (2021 - 2024)

Google IT Support Professional Certificate

Coursera, 2024

Certifications

- ✓ **Technical Support Fundamentals** – Google (Cred ID: CGHTUV8XHN5G)
- ✓ **System Administration and IT Infrastructure Services** – Google (Cred ID: 1SUCOIU6BYUD)
- ✓ **Operating Systems and You: Becoming a Power User** - Google (Cred ID: 9RKYWIQB27WV)
- ✓ **IT Security: Defense against the digital dark arts** - Google (Cred ID: 07YAXBRER844)
- ✓ **On Page SEO Tactics for WordPress Bloggers** - Udemy.com
- ✓ **Web Design Course for Beginners to Intermediate** – Udemy.com

- ✓ **Digital Marketing Certification: Master Digital Marketing** - Udemy.com
- ✓ **Run Facebook Event Ad, YouTube Channel & Google Ad** - Udemy.com
- ✓ **IT Support Technician** - Sylhet Technical Training Centre, Sylhet, Bangladesh
- ✓ **Web Design and Development** - Nano IT, Sylhet, Bangladesh
- ✓ **Digital Marketing** - Learning & Earning Development Project, Bangladesh

Work experience.

IT Support Technician (Full Time)

Devute, Sylhet, Bangladesh - September 2018 – December 2019

- Provide technical support to end-users.
- Install and configure systems.
- Create and maintain technical documentation.
- Conduct equipment inventory.
- Provide training and ongoing support.
- Package and software management

Front End Web Developer (Full Time)

Devute, Sylhet, Bangladesh - January 2020 – February 2021

- Design and develop user-friendly websites and web applications using HTML, CSS, and JavaScript.
- Specialize in WordPress and Shopify platforms for efficient website creation and customization.
- Ensure responsive design and optimal performance across various devices and browsers.
- Collaborate with teams to integrate front end with back-end services and APIs.
- Stay updated with industry trends for continuous innovation and improvement.

Receptionist (Part time- On Campus) – June 2023 to May 2024

Fairleigh Dickinson University, Vancouver, Canada

- Greet and welcome visitors.
- Manage inquiries.
- Maintain the reception area.
- Handle mail and deliveries.
- Manage access and security.
- Assist with administrative tasks.
- Maintain records.

Website And Technology (Internship) – May 2024 to Present.

National STEM Honor Society (NSTEM), Massachusetts, USA

- Develop and maintain WordPress websites.
- Design interfaces and create content.
- Conduct website audits for accuracy and compliance.
- Optimize website speed, responsiveness, and SEO.
- Manage and update website content.
- Align website content with branding and marketing.
- Provide technical support for website issues.

Volunteer Experience

- Bangladeshi Student Alliance @ FDU: Co – Director of IT department.