

Rizwan Sammo

IT Administrator



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📄 About Me

IT Administrator with 4 years of experience in Helpdesk Support on Microsoft 365 and Windows Server Active Directory administration, and Infrastructure Management, including User Onboarding and Offboarding, Azure Active Directory, and MDM solutions such as Microsoft Intune. Experienced in Google Admin Center administration using GAM for automation and user management. Currently pursuing a Bachelor's degree in Computer Science at BRAC University and expanding expertise in DevOps practices, including Docker, CI/CD automation with GitHub Actions, and Linux System Administration.

🌐 Languages

Bengali ● ● ● ● ●

Native Speaker

English ● ● ● ● ●

Achieved IELTS Band 7.0 in Speaking

Urdu and Hindi ● ● ● ● ●

Able to communicate effectively

🎓 Education

Secondary School

Kutuba Model Secondary School

2013 – 2017 | Bhola, Barisal, Bangladesh

Completed Secondary School education with a concentration in Science.

Higher Secondary School

Government Abdul Jabbar College ☑

2017 – 2019 | Bhola, Barisal, Bangladesh

Completed Higher Secondary education in the Science stream with a major focus on Mathematics.

B.Sc. in Computer Science and Engineering

BRAC University ☑

2022 – Present | Dhaka, Bangladesh

Currently pursuing; focus on Python programming, Data Structures & Algorithms, Machine Learning, and Cloud/DevOps practices.

👜 Professional Experience

Apptriangle Limited ☑

Remote IT/System Administrator

2023 – Present | Dhaka, Bangladesh

Provided IT administration, system support, and cloud management services to multiple MSP clients worldwide. Demonstrated strong cross-platform expertise and adaptability while supporting clients in multiple time zones, maintaining high SLA compliance and customer satisfaction.

• **MSP in USA**

Managed Microsoft 365, Windows Server 2019, Azure AD, Jamf, Apple Business Manager, and remote support for 2 Companies.

Provided Level 1 and Level 2 Support through MangleEngine ServiceDesk Plus and Zendesk.

• **MSP in Canada**

Supported Microsoft 365, Intune, and Azure AD policies; handled endpoint troubleshooting through Zoho Assist for 3 companies.

Conducted user provisioning, mailbox administration, and email security configuration (SPF, DKIM, DMARC).

• **MSP in Australia**

Administered Google Workspace, Microsoft 365, Azure AD, Jamf, VPN, and Exclaimer for 3 companies. Managed User Onboarding and User Offboarding for these companies.

Provided ServiceDesk support through Autotask, Kaseya VSA and DattoRMM.

Administered Google Workspace delegations through GAM CLI.

Skills

Documentation & Reporting



Creating SOPs, technical documentation, and logs

Client Communication



Experienced in interacting with international MSP clients

Collaboration



Working effectively with distributed IT teams

Bash & Python



Scripting

Automating support workflows and reporting

Docker & CI/CD



Learning and applying in lab environments with GitHub Action

Linux SysAdmin



User and file permission management, service configuration, and shell scripting

Awards

District Runners Up

Inter District Science Fair

2019

Led our college to achieve the runner-up honour in our district by demonstrating an innovative idea.

Regional Runners-Up

NHSPC Regional Programming Contest

2017

Monetization Support by Mugdha

Customer IT Support

2023 – 2024 | Dhaka Bangladesh

- Provided IT Support to our customers
- Helped them to secure their social media Platform
- Provided necessary technical Solution

Excelence Bangladesh

Assistant Event Organizer

2022 – 2023 | Dhaka Bangladesh

- Assisted in organizing 2 events
- Managed event logistics registration.
- Supported event promotion and communication.

MY RIGHT (NGO)

Web Developer and IT Support

2019 – 2021 | Bhola, Barisal, Bangladesh

- Developed a Wordpress Website fir this NGO
- Delivered a long term IT Support
- Managed Hosting through CPANEL
- Managed Email Services (DNS Records)

Projects

FormaCV

Smart Resume Builder

2025 – Present

A modern web application that lets users create, edit, and preview resumes in real-time - inspired by FlowCV.

- Built with **Django** for backend data models and form handling.
- Integrated **Tailwind CSS** for responsive and dynamic UI styling.
- Implemented **live preview** using JavaScript for real-time content updates.
- Added **PDF export** feature for professional resume download.
- Supports multiple dynamic sections like Education, Experience, and Projects.

Connected

Django App with Docker, CI/CD & Azure Deployment

2024 – Present

- Built a **Django** based user registration and authentication system with CRUD operations.
- **Containerized** the application using **Docker** and managed multi-container setup via Docker Compose.
- Configured **GitHub Actions CI/CD pipeline** for automated build, test, and deployment.
- Deployed the app to **Azure App Service** using Docker images and GitHub Secrets for secure credentials.