

MD SHAON RAHMAN

IT SUPPORT SPECIALIST

✉ hello@shaonrahman.com

🌐 shaonrahman.com

📞 8801911781765



10+ YEARS

technical & client-facing work

450+

completed client projects

4.9 / 5

Fiverr rating

99%

reported client satisfaction

PROFILE AT A GLANCE

EDUCATION

MBA and BBA, with a foundation in business operations, management and communication.

EXPERIENCE

10+ years in freelance technical and digital services; remote collaboration with international clients.

LANGUAGES

Bengali: Native

English: B1-B2 working proficiency

SYSTEMS & TOOLS

OPERATING SYSTEMS

Windows, macOS and Linux

OFFICE & PRODUCTIVITY

Microsoft Word, Excel and PowerPoint

BROWSERS & EMAIL

Chrome, Edge, Firefox and Safari;
Gmail and Microsoft Outlook

REMOTE ASSISTANCE

Remote desktop support, screen sharing and guided troubleshooting

NETWORKS & DEVICES

Routers, Wi-Fi, printers, peripherals, PC assembly and basic hardware diagnostics

SUPPORT METHOD

- 01 Clarify the issue and its impact.
- 02 Isolate the cause through testing.
- 03 Apply a safe fix and verify.
- 04 Document, explain and escalate.

AVAILABILITY

Available for full-time employment and international opportunities.

PROFESSIONAL PROFILE

IT Support Specialist with 10+ years of experience in freelance technical services and digital client support. Provides hands-on troubleshooting across Windows, macOS and Linux, covering software installation, system configuration, application access, connectivity and peripherals. Combines structured problem-solving with clear, patient communication and takes ownership from diagnosis through testing and documentation, with a focus on data protection and customer satisfaction.

CORE EXPERTISE

User support: Responsive assistance, clear progress updates and practical solutions for users with different technical needs.

Incident resolution: Diagnostic tools, system logs and controlled testing to identify causes and verify fixes.

Application access: User accounts, basic permissions and login support in line with approved access requirements.

Workstation setup: Operating systems, applications, drivers, updates and peripheral configuration.

Guidance and documentation: Step-by-step user assistance, recorded resolutions and informed escalation, following agreed procedures.

PROFESSIONAL EXPERIENCE

IT Support Specialist and Technical Problem Solver

2016 - Present | Independent and client environments

- Deliver reliable technical support to clients and end users, focusing on clear communication, practical solutions and customer satisfaction.
- Diagnose software, operating system, performance, connectivity and peripheral issues across Windows, macOS and Linux.
- Set up user accounts and application access, configure basic permissions and resolve login issues according to authorized requirements.
- Investigate incidents using diagnostic tools, system logs and structured troubleshooting; verify the original task before completing support.
- Install operating systems, applications, drivers and updates; assist with workstation, router, Wi-Fi and printer setup.
- Guide users through technical tasks, protect data during changes and document outcomes or escalate when specialist help is needed.

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IT SUPPORT SPECIALIST

REMOTE CLIENT SERVICES / PROJECTS / EDUCATION

CREATIVE & WEB TOOLS

DESIGN & PHOTO EDITING

Adobe Photoshop and Illustrator; branding, graphic design, retouching and image optimisation

WEB DEVELOPMENT

HTML, CSS and JavaScript; responsive websites and HTML email signatures

WEBSITE PLATFORMS

WordPress and Blogger; setup, content updates and maintenance

HOSTING & DOMAINS

Hosting control panels, DNS configuration, domains and basic server administration

VIDEO EDITING

Basic trimming, sequencing, transitions, text overlays and audio adjustments

DIGITAL WORKFLOWS

APIs, dashboards, UI/UX and workflow automation; data transfer and recovery planning

EDUCATION

2021 | MBA

National University, Bangladesh

2019 | BBA

National University, Bangladesh

2014 | Higher Secondary Certificate

Govt. Sundarban Adarsha College, Khulna

2012 | Secondary School Certificate

St. Xavier's High School, Khulna

CERTIFICATIONS

Graphic Design
Microsoft Word
Data Analysis

REFERENCES

References and supporting documents available on request.

PROFESSIONAL EXPERIENCE CONTINUED

Freelance Web and Digital Delivery

2016 - Present | International clients | Remote

- Completed 450+ technical and creative projects for clients across multiple countries, maintaining a 4.9 Fiverr rating and 99% reported client satisfaction.
- Manage remote projects from consultation and requirements gathering through development, review and handover, coordinating feedback and deadlines across time zones.
- Build responsive websites, landing pages and dashboards using HTML, CSS, JavaScript, WordPress and Blogger, with attention to usability and mobile compatibility.
- Create branded HTML email signatures with clickable contacts, social links and hosted images; troubleshoot email-platform display issues and guide installation.
- Support domain, DNS, hosting and website configuration, including application access, deployment troubleshooting, content updates and maintenance.
- Produce logos, business cards, social graphics, banners and promotional assets with a consistent brand identity.
- Edit photographs through background removal, retouching, colour correction, cropping and optimisation; perform basic video trimming, sequencing, transitions, text and audio adjustments.
- Translate non-technical requests into clear deliverables, communicate progress and provide organised source files and practical maintenance guidance.

Independent SaaS and Utility Builder

Ongoing | Self-directed development | Remote

- Develop utility concepts, dashboards and API-connected workflows around recurring user needs.
- Test application behaviour, troubleshoot configurations and integrations, and document scope, limitations and handover steps.

SELECTED PROJECTS

ToolNexa — Practical web utilities and productivity tools for repetitive digital tasks.

AI Outreach SaaS — Product concept for market research, lead workflows and AI-assisted outreach through APIs and automation.

Blogger Backup and Management Tools — Utility concepts for post backups, image management and publishing workflows.