

Rakibul Islam

IT SYSTEMS | WEB SUPPORT | OPERATIONS

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Professional Profile

IT and operations professional with 6+ years of experience supporting business systems, users, websites, hosting environments, technical documentation, logistics workflows, and cross-functional projects in Saudi Arabia and Malaysia. Hands-on experience with cPanel, DNS, SSL, MySQL, AWS EC2, IT asset records, user-profile administration, website maintenance, issue resolution, and operational reporting. Combines a Software Engineering degree with practical service delivery, documentation control, and stakeholder coordination.

Technical Competencies

Systems and Support	Windows support; user accounts and profiles; troubleshooting; IT assets; printers and peripherals; AWS EC2; junior SAP SD support
Web and Hosting	Website maintenance; cPanel; domains; DNS; SSL; business email; MySQL; phpMyAdmin; backups; restoration; migrations
Software and Data	Software maintenance; requirements analysis; testing coordination; database administration; issue tracking; Google Play Console
Operations	Workflow and schedule coordination; logistics support; fleet coordination; status reporting; vendor and stakeholder communication
Document Control	Document registers; structured filing; version awareness; compliance records; data entry; archiving; operational reports

Professional Experience

Universal Metal and Coating Company UNICOIL | Software and IT Administration

Jan 2025 - Present

Al Jubail, Saudi Arabia

- Administer cPanel services covering domains, business email, SSL certificates, DNS records, MySQL databases, phpMyAdmin, file management, backups, restoration, and website migration.
- Maintain and troubleshoot company websites, hosting services, AWS EC2 resources, GoDaddy services, and Google Play Console operations.
- Provide user and infrastructure support, maintain IT asset information and user profiles, and assist with junior-level SAP SD technical support.
- Coordinate digital campaigns and technical requirements with business-development and marketing teams.
- Support reliable daily operations by documenting recurring issues, maintaining technical records, and coordinating follow-up with users and service providers.

Professional Experience Continued

iLab Information Technology | **Operations Supervisor**

May 2023 - Dec 2024

Al Khobar, Saudi Arabia

- Managed schedules, deadlines, workflow changes, and status reporting across project teams, clients, and stakeholders.
- Reviewed operational data, identified deviations, coordinated corrective actions, and maintained records for accountability and visibility.
- Gathered user requirements and coordinated fleet and operations activities while strengthening controls for sensitive documentation.
- Prepared status updates and aligned work priorities across internal teams, clients, and stakeholders to support timely project delivery.

National Environmental Preservation Company BeeA'h | **Documentation Coordinator**

Oct 2022 - Apr 2023

Al Jubail, Saudi Arabia

- Prepared and controlled documentation for incoming waste materials, disposal activities, and daily landfill operations.
- Coordinated with chemists and operations personnel to complete accurate disposal records and submit reports to head office.
- Verified compliance with operating procedures and maintained organized, accessible operational records.

HNGC Saudi Contracting Company | **Administrative and IT Support**

Mar 2022 - Sep 2022

Al Jubail, Saudi Arabia

- Maintained the company website, supported office administration, communicated with clients, and prepared stakeholder reports.
- Coordinated administrative requirements with vendors and internal stakeholders.

Byparts Asia Sdn Bhd | **Software and Project Management**

Apr 2020 - Nov 2021

Selangor, Malaysia

- Supported software maintenance and development through requirements analysis and coordination of design and implementation activities.
- Coordinated Scrum meetings and communicated project requirements with stakeholders and business-development teams.

Education

Bachelor of Science in Software Engineering | University Malaysia Sarawak, Malaysia | 2019

CGPA 3.04/4.00 | Malaysia Government Scholarship

Higher Secondary Certificate in Science | Kushtia Government College | Jessore Board | 2014 | GPA 4.50/5.00

Secondary School Certificate in Science | Tamirul Millat Kamil Madrasah | Madrasah Board | 2012 | GPA 5.00/5.00

Languages

Bengali Native | **English** Advanced | **Malay** Intermediate | **Hindi** Advanced speaking | **Arabic** Intermediate reading and writing

Professional Information

Nationality Bangladeshi | **Date of Birth** 20 April 1997 | **Gender** Male | **Availability** Immediate