

Mizanur Rahman

IT Support Specialist

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Profile

Goal-driven IT Support Specialist with a diverse skill set and strong technical acumen. Proficient in managing Azure cloud services, administering Active Directory, and overseeing the Microsoft 365 suite. Excels in troubleshooting technical issues and ensuring optimal network performance. Possesses excellent communication skills, effectively streamlining user onboarding/offboarding processes and swiftly resolving tickets using ServiceNow. Adaptive, collaborative, and proactive, with a customer-focused approach to problem-solving.

Experience

IT Support Specialist

Jan 2025 – Present

Rapid IT Support, Sydney, Australia

- End-user support is provided through calls, emails, and face-to-face help whenever technical problems arise. The focus is on resolving issues efficiently.
- Hardware and network equipment are diagnosed, repaired, and upgraded as needed. This includes fixing faults that interrupt daily operations.
- Tickets are logged and updated in the ticketing system and closed according to SLA requirements. This keeps support processes organized and accountable.
- User access and permissions on Microsoft Office 365 and Active Directory are handled and troubleshoot. These tasks help maintain secure and correct user access.
- Azure, Azure AD, and hybrid infrastructure components are managed to maintain system stability. These environments are monitored for proper integration.
- User onboarding is carried out by creating accounts, adding them to security groups, and granting application access. This ensures new staff can start working smoothly.
- Cloud platforms like Microsoft Exchange, SharePoint, and AWS are configured and supported for daily use. This keeps communication and data services available.
- Different office devices such as printers, scanners, and multifunction units are installed and troubleshoot. Maintaining these devices prevents workflow interruptions.
- Backup jobs are supervised regularly to confirm data is protected and recoverable. This ensures business data can be restored when needed.
- VPN access is set up and maintained to allow users secure remote connectivity. This supports staff who work from home or off-site.
- Virtual environments running on Hyper-V are administered and tuned for efficiency. Adjustments are made to improve system performance.
- Clear network documentation and helpful knowledge articles are created. These resources help the IT team work more consistently and effectively.

Technical Skills

- **Networking:** DHCP, DNS, TCP/IP, Router, Switches
- **Virtualization:** Hyper-V
- **Operating Systems:** Microsoft Windows 10, Windows 11, Windows Server 2019
- **Applications:** Microsoft Office 365 Desktop Apps, RMM, Zoom, MS Teams
- **Cloud Technologies:** Office 365, Microsoft Azure, Active Directory, SharePoint, MS Teams, MS Intune
- **Ticketing Systems:** Kaseya, ServiceNow
- **Backup Technologies:** Windows Backup, Office 365 Backup, Altaro, IDrive
- **Hardware and Network Management:** Installation, Upgradation, Assembly, Configuration, Maintenance

Education

Bachelor of Information Technology

University of Torrens, Australia

Nov 2022 - July 2026

Customer Service & Warehouse Assistant

Sept 2022 – Dec 2024

Key Competencies

Brasserie Bread, Australia

- Supported day-to-day warehouse operations including inventory checks, packing, and dispatch coordination.
- Assisted walk-in and phone-in customers with product inquiries, orders, and general service support.
- Ensured timely and accurate order processing, contributing to a consistent delivery on-time record.
- Collaborated with kitchen and logistics teams to manage stock levels and reduce product waste.
- Maintained cleanliness and safety standards in the warehouse and front-of-house service areas.
- Adapted to changing daily tasks with flexibility and a team-first attitude in a fast-paced environment.

- Communication
- Customer Focus
- Problem Solving
- Adaptability
- Collaboration
- Time Management
- Attention to Detail
- Initiative
- Empathy
- Adaptability

Technical Support

Sep 2020 – Aug 2022

Easyfie, Chattogram, Bangladesh

- Assisted users with software, network, and account-related issues via email, chat, and remote tools, ensuring timely resolution.
- Installed and maintained company systems and user applications, helping reduce downtime and support tickets.
- Flagged recurring technical issues and shared insights with the development team to support product improvements.
- Monitored server and health system, proactively reporting risks to minimize service interruptions.
- Helped create user-friendly guides and documentation to support both internal teams and external clients.
- Provided basic user training on digital tools, increasing adoption, and reducing support follow-ups.

Public Speaking and Communication Instructor

July 2019 – Aug 2020

S@ifur's, Chattogram, Bangladesh

- Conducted communication and presentation classes for students, helping them build clarity, confidence, and stronger speaking habits.
- Designed lesson plans that improved pronunciation, fluency, vocabulary use, and overall speaking ability.
- Led group discussions, mock presentations, and structured speaking activities to develop public speaking confidence.
- Offered personalized feedback to students to help them overcome hesitation, stage fear, and communication gaps.
- Offered personalized feedback to students to help them overcome hesitation, stage fear, and communication gaps.
- Helped learners prepare for interviews, academic presentations, and real-life communication situations.

Language

English: Native Proficiency

References

Available Upon Request.

