

MD RAKESH AHMED

CONTACT

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- Dhaka., Bangladesh
- www.rakeshkhan.com

SKILLS

- Windows & Linux (OS)
- Client Problem Solving
- Customer Support Live Chat
- WordPress (CMS)
- Digital Marketing
- Domain Management (DNS)
- Web Hosting (cPanel/hPanel)
- Website Security (SSL & etc.)
- Email Hosting

LANGUAGES

- English (Fluent)
- Bangla (Native)
- Hindi (Basic)
- Urdu (Basic)

REFERENCE

Linkedin Profile:

<https://www.linkedin.com/in/rakeshkhan>



PROFESSIONAL SUMMARY

Dynamic and results-driven IT professional with [3 years] of experience in web hosting (cPanel & hPanel), server management, domain management and customer support. Adept at configuring, maintaining, and optimizing hosting environments to ensure exceptional performance, security, and reliability. Passionate about delivering seamless user experiences, resolving technical issues, and implementing scalable solutions.



WORK EXPERIENCE

Freelance Services

2020 - PRESENT

WordPress Services & Domain, Hosting

- Proven expertise in web hosting and server management: Managed shared, VPS, and cloud hosting platforms, ensuring optimal uptime and performance for client websites.
- Strong focus on client support: Delivered high-quality, customer-focused technical assistance, achieving high satisfaction rates and quick resolution times.
- Website migration proficiency: Seamlessly migrated websites with zero downtime, including DNS reconfiguration, files migration, database migration, and SSL setup.
- Security first mindset: Proactive in implementing firewalls, malware scans, and SSL certificates to protect clients websites from threats.
- WordPress expertise: Optimized WordPress-hosted websites, addressing speed, compatibility, and plugin issues to enhance user experience.
- Web Hosting Management: cPanel, hPanel, Cloudflare.
- Customer Support: Live customer support and problem solving experiences for Local Web hosting company.



EDUCATION

Computer Science and Engineering

2018 - 2022

Rajshahi City Polytechnic Institute