

MD. MOSTAKIM BILLAH

Assistant Manager – Support | REVE Antivirus

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PROFESSIONAL SUMMARY:

More than 5 years of experience in the IT sector. Working at REVE Group entails a lot of pre- and post-sales service for Cyber Security products like Endpoint Security, Antivirus, Firewalls, Data Backup, etc. Working with the product development team on competitor research and the newest malware analysis is another role. Earlier experience with network infrastructure and devices. Primarily worked in the reputable Nationwide ISP Ranks ITT on network device like router, switch, access point etc. configuration and troubleshooting, computer and network problem detection.

EMPLOYMENT HISTORY (EXPERIENCE OF 5+ YEARS)

From To Dates: June 2022 – Till

Organization: REVE Antivirus | REVE Group

Job Title: Assistant Manager – Support

[REVE Group is headquartered in Singapore and has its development centers in Bangladesh & India. It is a global enterprise comprising of 14 business verticals namely REVE Systems, REVE Antivirus, Le Reve, REVE Dredging & Engineering, Ajura Technologies, REVE Chat, REVE Food, REVE Secure, Kloud Talk, etc.]

RESPONSIBILITIES:

- To provide Tier III core SaaS support to the national and international client base.
- To conduct training on the products and cyber security awareness for the corporate clients, and distributors.
- To work along with the R&D team to maintain the after-sales service.
- To assist the sales team by working as a technical pre-sales engineer to ensure and increase sales.

ACHIEVEMENTS:

- Promoted to the position of Assistant Manager in appreciation of over three years of effective service.
- Following a successful demo and awareness training at Badsha Group, a pioneer in textile industry, 1500 REVE Endpoint Security Licenses were taken by them on a 3-year agreement.
- After starting to work for the Q/A & Product Development team, REVE Endpoint Cloud was effectively commercialized in South America, the Middle East, and Turkey.
- Completed hundreds of product demonstrations, presentations, and awareness training which were held in front of IT professionals, salespeople, and technicians.

From To Dates: January 2019 – May 2022

Organization: REVE Antivirus | REVE Group

Job Title: Sr. Engineer – Support

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RESPONSIBILITIES:

- To provide both physically and remotely accessible Tier II SaaS support.
- To monitor, diagnose, and solve computer system, hardware or software faults, and network problems.
- Serving as a beta tester and communicator between support and R&D department.
- Assisting the Sales Team with technical presentations, demos, and documentation.

ACHIEVEMENTS:

- Successfully completed the REVE Endpoint Security Installation Project 2019 on 800+ PCs across all DESCO branches in the first month of joining here.
- Following a successful REVE EPS demonstration, Islami Bank Foundation Hospital rewarded a 4-year agreement for their 1250 PCs.

- Worked as a tester for the research and development department of REVE Endpoint Cloud, a cloud-based, extended cyber security solution whose first stable version was successfully introduced in the middle of 2020.
- Worked as a tester for REVE Mobile Security in the Russian and Ukrainian languages before the company began to market to those countries.

From To Dates: April 2018 – June 2018

Organization: Ranks ITT Limited | RANCON

Job Title: Assistant Network Engineer

[Ranks Information Technology and Telecommunications Limited is the market leader of nationwide internet and data communication network service with over USD 4 million investments.]

RESPONSIBILITIES:

- To troubleshoot hardware and analyze network faults.
- To ensure stable and trustworthy ISP network services (access products, service networks, and core network)
- To maintain, configure, and troubleshoot LAN and internet connectivity products, issues with computers.

ACHIEVEMENTS:

- Worked with financial institutions like Sonali Bank, Dutch Bangla Bank, Bank Asia, Mutual Trust Bank, IDCOL, etc. on network and data connectivity troubleshooting.
- Within a relatively short period of time, promoted from trainee to core support team.

From To Dates: November 2017 – March 2018

Organization: SEBPO | ServisEngine Ltd.

Job Title: Analyst – Risk and Compliance

[SEBPO is a leading global outsourcing partner to many of the world’s largest advertising, media, and technology companies. The company specializes in ad operations, creative services, data solutions, media planning, and quality assurance.]

RESPONSIBILITIES:

- To utilize the given application to review, look at, research, and keep track of risk relevance; in order to determine, verify facts, and carry out sophisticated and advanced level analysis.
- To respond to client enquiries while carrying out CDD (Customer Due Diligence) and risk background screening (i.e., OFAC, sanctions, politically exposed persons and adverse information checks).
- To recognize the fundamentals of risk in regulatory compliance as well as the terminology used in risk-relevant operations (ex- Money Laundering, Terrorist financing, financial crimes, Assault, Murder etc.).

ACHIEVEMENTS:

- Typically hired as an analyst after a six-month training period, promoted to analyst within two months of receiving the top grade in the course.
- The accuracy rate was consistently higher than 98%, compared to the SEBPO SLA requirement of 97% for analyst work.

EDUCATIONAL BACKGROUND:

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| ❖ B.Sc. in Electrical and Electronics Engineering (EEE) | ❖ Higher Secondary Certificate (HSC) |
| ❖ School of Engineering | ❖ Science Group |
| ❖ Result: 3.13 out of 4.00 | ❖ Result: 5.00 out of 5.00 |
| ❖ Passing Year: 2016 | ❖ Passing Year: 2010 |
| ❖ American International University-Bangladesh (AIUB) | ❖ Govt. Karimuddin Public College, Lalmonirhat |

ACADEMIC RESEARCH:

- Did a final year project/thesis entitled with “Maximum Power Point Tracker Algorithm from Solar Cell” under the supervision of Mr. Ahmed Mortuza Saleque, Assistant Professor, American International University-Bangladesh (AIUB).
- Published a paper entitled “Design of a Variable Duty Cycle Maximum Power Point Tracking Algorithm for Solar Energy Conversion” in http://www.amjournals.org/Journal_eng.

TRAINING (Conducted and Received Over 50 Training)

Name of Training	Duration	Organizer
AutoCAD 3D Modeling and Electrical Designs	July 12-14, 2016	AIUB Community of Engineering Students (ACES)
CCNA - Routing and Switching	December 10, 2017 – February 10, 2018	CSL Training
Cyber Security Awareness – Phishing and Mail Spoofing	March 21, 2019	REVE Systems Ltd.
How to Prevent Ransomware Attack – Conducted Cyber Security Training	August 7, 2021	Islami Bank Foundation Hospital
How to Secure Your Endpoint from Email Phishing and Malware – Conducted Awareness Training	March 15, 2022	Badsha Group

PARTICIPATION:

- Attended a seminar on “Big Data for Big Impact” at IEB Auditorium organized by BTRC in 2017.
- Attended an industrial tour at “Renata Ltd.” Organized by AIUB Community of Engineering Students in 2016.
- Attended an industrial tour at “Pran Industrial Park” Organized by ACES in 2015.

LANGUAGE PROFICIENCY:

- Good at writing and oral competence both in English and in Bengali.

COMPUTER SKILLS:

❖ Operating Systems

Name of OS	Expertise Level
Windows	High
Windows Server	Medium
Linux (Ubuntu, CentOS)	Medium
Mac	Medium
Android	High

❖ Programming Language

Name of Language	Expertise Level
C	Basic
C++	Basic
HTML, CSS	Medium
Python	Beginner
SQL	Medium

❖ Software and Other Tools

Name	Expertise Level
Microsoft Office	Medium
Endpoint Security (REVE, Kaspersky, ESET, etc.)	High
VPN	Medium
Firewall and Network Security	Medium
Mikrotik	Medium
Active Directory Domain Controller	Medium
EDR, XDR	High
VMWare	Medium
Backup and Recovery (Acronis, Dropbox, etc.)	High

REFERENCES:

- ❖ **Mr. Tushar Srivastava**
- ❖ *CTO, REVE Systems*
- ❖ Cell: +919810629852
- ❖ Email: tushar@revesoft.com

- ❖ **Mr. Ahmed Mortuza Saleque**
- ❖ *Assistant Professor, AIUB*
- ❖ Cell: +8801670283227
- ❖ Email: saleque@aiub.edu

DECLARATION:

The undersigned attests that this resume accurately portrays myself, my credentials, and my experience to the best of my knowledge and belief. I am aware that any willful misstatement as indicated below may result in my disqualification or, if I were hired, my termination.

Signature:



Date: 25-09-2023