



Rizwan Sammo

System Administrator

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-  Dhaka, Bangladesh
-  Portfolio | Projects
-  LinkedIn
-  GitHub

About Me

Dedicated System Administrator with experience managing Linux servers and providing IT support for international clients. Skilled in using automation to solve technical problems quickly and keep systems running smoothly.

Skills

ITSM & Support

Service Desk Analysis and L1/L2 Technical Support, Ticketing System Administration, Incident & SLA Management

Infrastructure & Cloud

Linux VPS Administration, Docker, Nginx (Reverse Proxy/Web Server), DNS, Domains & SSL Management

AI & Orchestration

LLM API Integration and Machine Learning Fundamentals

Scripting & CI/CD

Python, Bash, Git and GitHub, GitHub Actions, n8n Webhook Pipelines, Cron Scheduling

Professional Experience

Apptriangle Limited

IT/System Administrator

07/2023 – Present | Dhaka, Bangladesh

- **Global MSP Support & SLA Compliance:** Provided comprehensive L1/L2 IT administration and cloud management for enterprise clients across the USA, Canada, and Australia, maintaining strict SLA adherence across multiple global time zones.
- **Greenfield IT Infrastructure Deployment:** Architected and deployed complete enterprise IT environments from scratch. Managed Microsoft 365 (M365) tenant creation, established SharePoint/OneDrive file architectures, and enforced strict M365 conditional access policies. Engineered a fully customized Zendesk helpdesk ticketing system to centralize IT operations, and deployed Bitwarden Premium and Splashtop Unattended for enterprise password management and seamless remote endpoint access.
- **Cloud & Identity Access Management (IAM):** Administered M365, Google Workspace (via GAM CLI), Intermedia Email systems, and Microsoft Entra ID (formerly Azure AD). Managed end-to-end user provisioning, Role-Based Access Control (RBAC), Single Sign-On (SSO), and lifecycle operations.
- **Endpoint & RMM Administration:** Configured device policies, endpoint security, and remote monitoring utilizing NinjaOne RMM, Datto RMM, Kaseya VSA, ManageEngine MDM, Jamf, Apple Business Manager, and Microsoft Intune.
- **ITSM & Ticketing Operations:** Managed incident resolution and complex service pipelines through enterprise platforms including Atlassian Jira, Autotask, ManageEngine ServiceDesk Plus, and Zendesk.
- **Internal Tooling & Network Security:** Built custom operational dashboards using Retool and streamlined cross-team incident response via Slack integrations. Strengthened corporate infrastructure by implementing email security protocols (SPF, DKIM, DMARC) and managing secure VPN network access.
- **Server Administration & Infrastructure:** Managed and maintained hybrid enterprise environments, including Windows Server 2019. Administered local Active Directory (AD), configured Group Policy Objects (GPO), and ensured high availability for critical on-premises business services.

Tools & Frameworks

Software Development

Django (Python), React, Next.js, Tailwind CSS, Flutter

IT Operations & Architecture

Multi-Tenant SaaS Management, Network Troubleshooting, SOP & Technical Documentation

Database & API Management

PostgreSQL, MySQL, REST API Integration

Self-Hosted Infrastructure

AI Automation Stack & AI Agent

Personal Project

- Architected a Linux VPS environment to self-host n8n webhook pipelines, OpenClaw, and Hermes.
- Engineered the Hermes AI assistant to interface directly via WhatsApp, handling real-time server monitoring and remote script execution.
- Deployed LiteLLM as an AI proxy gateway to orchestrate and load-balance the Gemini and Groq APIs.

Education

B.Sc. in Computer Science

BRAC University 

2022 – Present | Dhaka, Bangladesh

- **Core Computer Science:** Currently pursuing , with a rigorous focus on Data Structures & Algorithms , Cloud/ DevOps practices and Python programming.
- **Mathematical & AI Foundation:** Applying first-principles mathematics, including linear algebra and calculus to advanced Machine Learning models and computational problem-solving using NumPy

Languages

English

IELTS Speaking Band 7



Bengali

Native



NetaMate Solutions

Technical Director

2024 – Present | Dhaka, Bangladesh

- **SaaS Architecture & Engineering:** Spearheading the full-lifecycle development of proprietary SaaS platforms, currently overseeing the successful beta testing of MATEDESK (a multi-tenant helpdesk solution) and MATECONNECT (a comprehensive Remote Monitoring and Management [RMM] platform engineered for enterprise endpoint control).
- **Strategic Product Vision:** Driving the long-term technical roadmap to seamlessly integrate standalone applications into MateSuite, a unified, comprehensive ITSM umbrella platform designed to automate enterprise IT and ticketing operations.
- **Full-Stack Client Solutions:** Directing the engineering and deployment of custom, high-performance web applications and system architectures for international clients, leveraging modern frameworks including *Django*, *React*, *Next.js*, and *Tailwind CSS*.
- **Infrastructure Leadership:** Bridging the gap between software development and IT operations, overseeing multi-tenant cloud deployments to ensure high availability, security, and maximum infrastructure uptime for both internal products and client environments.

My Right (NGO)

Technical Lead & Web Administrator

2019 – Present | Bhola, Barisal, Bangladesh

- Architected, developed, and currently maintain the organization's official web platform utilizing Django and Tailwind CSS.
- Manage end-to-end digital operations, domain infrastructure, and internal IT services to modernize the foundation's outreach for human rights and climate change awareness.

Monetization Support by Mugdha

Digital Support & Compliance Specialist

2022 – 2024 | Dhaka, Bangladesh (Remote)

- **Monetization & Strategy Consulting:** Guided clients through the complete social media monetization lifecycle, streamlining the onboarding process and successfully securing revenue-generation features for their digital assets.
- **Policy Enforcement & Client Education:** Provided expert consultation on Meta's complex policy landscape and Community Standards, educating end-users on content compliance to proactively prevent platform violations, demonetization, and account restrictions.