

# SK. Navid Akram

Full-Stack Developer | It Support Specialist

NavidAkram.com | RabbitGuy.com | LinkedIn.com/in/navidakram

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Experienced **IT Support Engineer** with **6+ years** in **technical support, troubleshooting, and customer service**. Skilled in **SQL, web-based technologies, and mobile applications**, providing **best-in-class customer support** with a focus on **problem-solving and proactive issue resolution**. Strong ability to **triage technical queries, document bugs, and engage with engineering teams** to enhance product performance. Passionate about **customer success, product improvement, and building trust through effective communication**.

## Technical Skills

- **Programming:** JavaScript, Python, SQL, PHP, HTML, CSS
- **Tech-stack:** Laravel, WordPress, Shopify
- **IT Administration:** Linux, Windows, macOS, VMware, Ticket Management Systems, Slack
- **Cloud & DevOps:** AWS, Azure, Firebase, Docker, CI/CD
- **Database Management:** MySQL, MongoDB
- **Digital Marketing:** SEO, Google Ads, Facebook Ads, Stripe Payments
- **AI & Automation:** OpenAI Integration
- **Multilingual:** English, Bangla, Hindi, Urdu
- **Problem-Solving, Technical Support, Troubleshooting, Project Management**

## RELEVANT EXPERIENCE

### Fast Rabbit Ltd. (Rabbitguy.com)

Owner, Full-stack Developer & Operation Manager

December 2022- Present

- ◆ Established a SaaS application, website design, and digital services **company** after **5+ years of freelancing experience**.
- ◆ Achieved **40%** annual growth and **\$30,000** in sales from **125+ projects** with a **5-person team**.
- ◆ Delivered Laravel-based SaaS platforms, motion-animated responsive websites, e-commerce solutions, and WordPress designs.
- ◆ Managed consultancy: **client acquisition, project planning, execution, and post-delivery support**.
- ◆ Grew audience to 22,000 followers on Facebook; optimized Google Ads and lead generation strategies.
- ◆ *Specializing in **digital marketing, UI-UX design, web development**.*

### Maxol Tivoli

General Assistant & Supervisor (Part-time)

June 2024- Present

- ◆ Supervise and manage 80% of daily store operations, ensuring smooth workflow and efficiency.
- ◆ Oversee €5,000+ in sales per shift, handling high-volume transactions with accuracy.
- ◆ Led **team training** to enhance service quality, **workflow**, and customer service.
- ◆ Provided **technical support** for POS systems, troubleshooting, and process optimization.

### Fiverr

Full-time Freelancer

August 2018-February 2022

- ◆ Achieved **Level 2 Top Seller** status on **3 accounts** **Total order:1350+ projects** with **1,280+ reviews** and a **4.9-star** rating.
- ◆ Delivered top-tier projects in **graphic design, e-commerce, web development, and social media marketing**.

### Envato Inc. (Elements.envato.com)

June 2023-June 2024

Tech Influencer Marketer (contract)

- ◆ Secured 30 influencers, driving \$20,000 in revenue during the contract period.
- ◆ Collaborated with influencers to promote Envato's brand and digital assets.

## EDUCATION

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- **Griffith College, Cork** | BSc (Hons) in Computing Science (2023 – Expected 2026)

**Modules:** Programming, Web Development, Hardware, Systems Analysis, Networking, Cloud Computing, Games Development, AI, Cyber Security, Data Analytics

- **Milestone College, Dhaka** | 2022 | Higher Secondary School Certificate **GPA: 5.00/5.00**

## SKILLS

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JavaScript | Python | Laravel | React | Node.js | Firebase | Copilot Vercel | OpenAPI | SaaS Solutions | Responsive Web Design | Photoshop | Illustrator | After Effects | Facebook Ads | Google Ads | SEO Optimization | Stripe | AWS | S3 | EC2 | Azure | API Implementation | GitLab | Technical Support | Troubleshooting | Customer Experience | Apple Ecosystem | macOS | iOS | Software Support | Hardware Diagnostics | Problem-Solving | System Analysis | Product Knowledge | Remote Support | Incident Resolution | CRM Systems | Service Optimization | Ticketing Systems | Call Center Support | Help Desk | Issue Escalation | Verbal & Written Communication | Active Listening | Multitasking | Customer Satisfaction | SaaS | Cloud Computing | API Integration | Data Security | Network Troubleshooting | UI/UX | SQL | Software Development | WordPress | Digital Marketing | Time Management | Leadership | Team Collaboration | Adaptability | Process Improvement |

## CERTIFICATION

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- ◆ **Network Security**  
-Cisco Learning and Certifications
- ◆ **Technical Support Fundamentals**  
-Google
- ◆ Government-Certified Freelancer
- ◆ Bangladesh Digital IT Expert Certification

## ACCOMPLISHMENTS

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- Taught **45 students** to become web developers and designers.

## CURRENT PROJECT

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- All-in-1 booking automation system and management system
- File-sharing SaaS website

## REFERENCE

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Available upon request.