MD. Sohel Rana

Business Automation & System Development With Information Technology

About me

I am an IT and Cybersecurity professional with a Bachelor's degree in Political Science from the Goverment Bangla College Affiliated with University of Dhaka . Currently serving as the Team Lead of IT & System Development at HF Food Service, I bring expertise in IT operations, network infrastructure, system security, and WordPress development. I hold certifications in cybersecurity from Google, IBM, and CompTIA, and have hands-on experience in managing Linux/Windows servers, cloud platforms, and e-commerce solutions. My goal is to drive technological efficiency, ensure security compliance, and support business growth through innovative IT solutions

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Professional Experience

HF Food Service — Mirpur, Dhaka, Bangladesh

Team Lead, It & System Development | Aug 2023 – Present (Hybrid, Full-time)

- Led IT operations, digital transformation, and AI automation, improving operational efficiency by 40%.
- Managed and optimized WordPress eCommerce site, hosting, and security (DigitalOcean, Cloudflare), redesigned landing pages, achieving a 150% increase in views and order conversion rates.
- Developed IT policies and supported budget planning for efficient resource allocation.
- Secured systems and networks, handling incident recovery and data protection.
- Provided tech support and maintained hardware/software across departments.
- Oversaw CRM, SCM, HRM, attendance, and security systems, ensuring seamless cross-departmental operations.
- Analyzed customer data of 350,000+ active customers and 1M+ incoming lead phone numbers, delivering high-quality, filtered data to the telesales team.
- Achieved 90% telesales growth without Facebook ads by optimizing data-driven sales strategies.
- Implemented strong IT policies, strengthened cybersecurity, and improved incident recovery time by 50%.
- Managed social media and email platforms, ensuring smooth digital operations.

Executive, IT & System Development | Sep 2022 – Mar 2024 (Full-time)

- Provided IT support and maintenance for LAN, workstations, and office systems to ensure smooth operations.
- Managed network infrastructure and security systems including Cisco switches, Mikrotik routers, and Grandstream access points.
- Maintained web servers, domains (Namecheap), hosting (DigitalOcean), and Cloudflare for secure and reliable digital operations.
- Oversaw WordPress eCommerce site: regular backups, updates, security monitoring, speed optimization, order processing, inventory management, and customer support.
- Processed employee salaries using HRM payroll software, while handling records, benefits coordination, and administrative tasks.
- Configured, tested, and troubleshot computer hardware, software, and operating systems; replaced defective components when needed.
- Provided technical support for devices (PCs, laptops, printers, barcode scanners, UPS/IPS, inventory software).
- Installed and maintained CRM & SCM software, Zkteco attendance systems, and Hikvision CCTV security.
- Managed corporate social media and email accounts, ensuring digital continuity and user support.

Junior Executive, IT & System Development | Jun 2022 – Aug 2022 (Full-time)

- Assisted in daily IT and Configured, tested, and troubleshot computer hardware, software, and operating systems.
- Provided technical and coordination support for management and team activities.

Contact

+8801833-472044

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🌐 mdsohelrana.me

🔗 linkedin.com/In/Asohelrana

Licenses & Certifications

Google Cybersecurity Specialization
Institution: Google
Credential ID: 79MNSGANSJXW
Validity: December 1, 2023 – December 1, 2025

CompTIA Cybersecurity Analyst (CySA+)
Institution: Infosec
Credential ID: cert_7vwbvszj
Validity: August 1, 2022 – September 30, 2025

Cybersecurity Compliance Framework & System Administration
Institution: IBM
Credential ID: ZRAV6WRZKALF
Validity: July 19, 2021 – July 15, 2024

Introduction to Cybersecurity Tools & Cyber Attacks
Institution: IBM
Credential ID: JP3GSUE9SLQ3
Validity: June 1, 2019 – July 12, 2025

Core Competencies

- E-Commerce & F-Commerce Strategy
- Digital Marketing & Conversion Optimization,
- IT Support & Networking
- WordPress Development & Optimization
- Data Analysis & Business Intelligence
- Cybersecurity & Risk Management
- Linux/Windows Server Administration
- Cloud Platforms (AWS, GCP, DigitalOcean)
- CRM, SCM, ERP System Management

Data Entry Operator | Mar 2022 – May 2022 (Part-time)
- Entered parcel data into courier company portals with accuracy.
- Managed stock inventory and parcel counts.
- Prepared reports on product returns and stock levels.

DigiQuester

Founder & Team Lead | August 2024 – Present | Remote
- Automated workflows across Shopify, WooCommerce & Magento
- Integrated Nuport, iHelpBD & Zoho for seamless operations
- Streamlined order processing, fulfillment & inventory automation
- Built marketing campaigns with customer segmentation & engagement flows
- Connected e-commerce with ERP, CRM & accounting systems
- Implemented fraud detection, payment reconciliation & compliance automation
- Deployed AI chatbots & helpdesk automation for customer service
- Researched & adopted new automation tools & AI technologies
- Led WordPress & landing page design team for high-performing websites
- Managed client acquisition, relationships & project meetings
- Oversaw daily operations, task assignment & team performance
- Maintained active communication with 50+ clients for timely delivery
- Fostered a collaborative, quality-driven & accountable culture

PWC, Mastercard, ANZ

Cyber security management virtual experience program | Aug 2022 – Sep 2022 | Virtual

- Designed phishing simulations and analyzed results
- Investigated social engineering and digital threats
- Assessed system security and compliance risks
- Conducted IT security baseline reviews

JTI (Japan Tobacco International)

Brand Ambassador | Nov 2021 – Jan 2022 |On site
- Communicated with customers and provided information about our product
- Input customer names, numbers, and addresses into the ERP software
- Collected and analyzed customer reviews
- Provided customers with a trial of our cigarette and gifts as a token of appreciation
- Conducted customer outreach to increase product awareness and satisfaction

Project:

System Development: - Need 2 Buy (F-Commerce) - Pulse-care (Healthcare) - Natural Nutri Food (F-Commerce), Zayrich, Testy Time, Skyline, Waazir

WordPress Websites: - hffoodservice.com - naturalnutrifood.com - ashrafulalam.xyz - mdrashedulislam.me - sharonclothing.com

Professional Training

Computer Hardware & Software
Bangladesh-Korean Technical Training Centre - 6 Month

Signature and Date

Soft Skills

- Problem Solving
- Team Collaboration
- Self-Motivation
- Quick Learning
- Communication
- Patience

Academic Information

Bachelor of Social Science | Political Science
Gov't Bangla College Affiliated with University of Dhaka,
2019 – 2023
Higher Secondary Certificates | Business studies
Hazera-Taju Degree College
2017 – 2019
Secondary School Certificates | Business studies
Kulgaon City corporation High School
2015 – 2017

Professional Reference

Md. Maruf Hasan
Head of HR & Operation
High Tech Furniture
Ex: HF Food Service
Mobile: +8801674180175
Email: maruf9613@gmail.com

Achievements & Awards

Best Employe Award
HF Food Service|2023
4 Times increments in a Year
HF Food Service|2023

Personal Information

Father Name   : Jamal Hossain
Mother Name   : Aklima begum
Date of birth   : 8 July 2000
Blood group   : A+
Religion   : Islam
Gender   : Male
Height   : 5'2"
Marital Status : Unmarried
Place of birth   : Baburhath, Mathbaria, Pirojpur
Present Address: Uttar Tolarbagh, Mirpur 1, Dhaka