

Mobarak Hosen

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Work Experience

DevOps Engineer, FusionPulse – Dhaka, Bangladesh (Remote) Oct 2024 – Present

- **Improved development efficiency by 40%** by implementing and managing self-hosted GitLab instances, automating CI/CD pipelines, and streamlining deployment workflows.
- **Enhanced website performance and uptime by 99.9%** through WordPress development, DNS optimization, and proactive management of hosting environments.
- **Reduced security incidents by 30%** by configuring SSL/TLS, managing Nginx and Apache servers, and implementing proactive vulnerability monitoring.

Technical Support Engineer, Gluu – Texas, USA (Remote) Sept 2020 – Feb 2025

- **Provided Tier 1 & 2** customer supports for community users and enterprise clients implementing Gluu Server for IAM and SSO solutions.
- **Enabled seamless authentication** for enterprises by documenting and implementing single sign-on (SSO) integrations with third-party IDPs (Azure AD, Oracle, WSO2).
- **Maintained a 95% customer satisfaction rate** by proactively monitoring system logs, analyzing issues, and providing clear technical guidance through written and verbal communication.

Skills

- **Cloud & DevOps:** AWS, GCP, Docker, Terraform, GitLab, GitHub Actions, IaC, CI/CD Pipelines
- **Programming & Scripting:** C++, Bash, Python, Flask, Java
- **Databases:** PostgreSQL, MySQL, SQLite, LDAP
- **Web Development:** WordPress, HTML, CSS
- **Technical Skills:** Customer Support, Linux Troubleshooting, API Debugging, Incident Management

Projects

LogPulse - Log Monitoring Tools for Developers [GitHub Link](#)

- Developed a log-monitoring system with user authentication, session management, and secure log downloads.
- Simplified debugging by providing centralized real-time log access for development teams.

Agama-Hello - An Authentication Module [GitHub Link](#)

- Integrated hello.coop for OpenID social sign-in using Java, OAuth 2.0 with agama low-code orchestration.

Achievements

- Ranked **Specialist** in Codeforces (Max Rating: **1472**)
- **Ranked 64th** Nationally in the **NCPC-2018**, competing against teams from universities across the country
- Ranked **3rd** out of 40 contestants In Department Individual Programming Contest, 2018

Education

Islamic University, Bangladesh, M.Sc. in ICT

Jun 2020 - Dec 2021

Islamic University, Bangladesh, B.Sc. in ICT

May 2015 - Dec 2019