Afazur Rahman

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Professional Summary

Results-driven IT support and data analytics professional with **12+ years of experience** in technical support, troubleshooting, database analytics, and customer service. Proficient in **Microsoft 365, SQL, Python, Tableau, ServiceNow, and Zoho Desk**. Adept at problem-solving, networking, and reporting with a strong focus on **customer satisfaction and efficiency**. Holds a **valid Nova Scotia driver's license** and is open to hybrid or on-site roles.

Technical Skills

- **Operating Systems:** Windows, Mac OS, Linux, Android, iOS
- **IT Support & Troubleshooting:** Microsoft 365, ServiceNow, Zoho Desk, VMware, Ticketing Systems
- **Networking:** Data cabling, VPN setup, FortiClient, TeamViewer
- **Data Analytics & Reporting:** SQL, Python, Tableau, SPSS, Crystal Reports, Qlik NPrinting
- **Project Management:** Agile, Waterfall, Scrum, Gantt Charts
- **CRM & ERP Systems:** Zoho Desk, Enterprise Resource Planning Software

Certifications

- **Data Analytics Program** – Skills for Hire Atlantic (Nov 2024)
- **Microsoft 365 Fundamentals (MS-900)** – Credential ID: 97DC8D8BC044D554 (June 2024)
- **Google IT Support Professional Certificate** (2022)

Professional Experience

IT Help Desk Support

Farnell Packaging Limited | Dartmouth, NS | Dec 2022 – May 2024

- Provided first-level IT support via **Zoho ticketing system, email, and phone** for internal users.
- Troubleshot **hardware/software issues, printers, VPNs, and network connections**, reducing downtime.
- Managed **backup & imaging** of PCs/laptops using Acronis Imaging software.
- Created **weekly "Tuesday Tech Tips" publications** to improve IT awareness among employees.
- Developed **SQL-based reports** and automated report scheduling using **Qlik NPrinting & Crystal Reports**.
- Assisted in **network installations, wiring, and troubleshooting** to enhance company-wide connectivity.

Technical Support Associate

Bangladesh Unnayan Parishad (BUP) | Dhaka, BD | Nov 2009 – Apr 2022

- Provided **IT support, troubleshooting, and system automation** for the organization.

- Analyzed large datasets using **SPSS, SQL, and Python**, improving research outcomes.

- Designed and developed **print-ready reports, brochures, and promotional materials**.

- Led communication with stakeholders, ensuring **successful project completion**.

Sales Associate (Part-time)

Home Depot | Dartmouth, NS | Jun 2023 – Present

- Delivered exceptional **customer service and technical sales** in the flooring department.

- Assisted customers in product selection, increasing sales and customer satisfaction.

- Awarded **"Three Star" recognition** under Home Depot's "Superstar Award" program for excellent service.

Education

Data Analytics Program – Skills for Hire Atlantic (2024)

- Advanced **SQL, Python, data visualization, cloud security, and database design** training.

Junior IT Analyst Program – NPower Canada (2022)

- Hands-on training in **networking, virtualization, troubleshooting, and IT security**.

Master of Business Administration (MBA) – Human Resource Management

IBAIS University, Bangladesh (2017)

Additional Information

- **Valid Nova Scotia Driver's License**

- **Open to IT Support, Data Analytics, and Customer Success roles**

- **Authorized to work in Canada**