



# Juniya khanum Mili

IT Support Technician

## Contact

- 01770756239
- juniyakhanummili@gmail.com
- Shaudpara, Kendua, Netrakona, Mymensingh, Bangladesh

## About Me

Dedicated IT Support Technician with expertise in troubleshooting hardware, software, and network issues to ensure smooth IT operations. Proficient in system installation, maintenance, and cybersecurity practices. Skilled in providing exceptional technical support and user training, with a strong focus on efficiency and customer satisfaction.

## Skills

- IT Support Technician
- Management Skills
- Creativity
- Negotiation
- Critical Thinking
- Leadership

## Language

- English
- Bangla

## Education

Kendua Joyhari Spry Govt. High School, Kendua, Netrakona

2012–2017

Muminunnisa Govt. Mohila College, Mymensingh

I completed my HSC in 2019 in Humanities and got a certificate from the Dhaka Board.

Bachelor of Social Science

Shahjalal University of Science and Technology, Sylhet

2019–present

## Experience

Shahjalal University of Science and Technology, Sylhet 2020 – 2023

Provided technical support to end users by diagnosing and resolving hardware, software, and network issues efficiently. Installed, configured, and maintained operating systems, applications, and IT equipment, ensuring optimal functionality.

Shahjalal University of Science and Technology, Sylhet 2019 – 2020

Monitored and managed system performance, performing updates and patches to maintain cybersecurity standards. Set up and maintained LAN/WAN networks, resolving connectivity issues to ensure seamless communication.

Shahjalal University of Science and Technology, Sylhet 2017– 2019

Trained users on new technologies and software applications, enhancing productivity and minimising downtime. Maintained technical documentation and reported on IT operations and troubleshooting processes.

Shahjalal University of Science and Technology, Sylhet 2016– 2017

Delivered exceptional customer service by addressing IT concerns promptly and professionally.