

Sumaiya Parvin Adrita

Sumaiya Parvin Adrita

Shamimabad, Road No: 04, Sylhet
Sylhet

parvinadrita@gmail.com

Key Skills

- System Troubleshooting & Repair
- Network Configuration & Maintenance
- Hardware & Software Installation
- Active Directory Administration
- Customer Service & Technical Support
- IT Security & Risk Mitigation
- Windows, Linux, and macOS Systems
- Ticketing Systems (e.g., Zendesk, ServiceNow)

Professional Experience

IT Support Technician

PI Software Solution, Sylhet

04/2022 – Present

- Respond to and resolve technical support tickets, ensuring customer satisfaction and swift issue resolution.
- Configure, troubleshoot, and maintain workstations, peripherals, and network equipment.
- Monitor system performance and security to proactively prevent downtime and breaches.
- Manage Active Directory user accounts and permissions for [#] employees.
- Document IT processes and solutions to enhance knowledge sharing among team members.

Key Achievement: Reduced average ticket resolution time by [X%], improving overall IT service delivery.

Junior IT Support Specialist

Hi-Tech Computer

09/2020 – 03/2022

- Assisted senior technicians in managing IT infrastructure for [#]-person organization.
 - Provided first-level support for hardware, software, and network-related issues.
 - Conducted routine system backups and ensured data integrity.
 - Installed and configured [specific software or hardware] to optimize team productivity.
-

Education

Bachelor's Degree in Information Technology

Shahjalal University Of Science And Technology

2021

Certifications

- CompTIA A+ Certification
- Microsoft Certified: Azure Fundamentals (or other relevant certifications)
- ITIL Foundation Certification (optional)

Interest

Outside of work, I like cooking indigenous and continental items and article writing in prominent newspapers. I also participate in park restoration and cleanup efforts to make local recreational spaces more inviting for other community members. I frequently volunteer as a cat caretaker at the local animal shelter, too.