



# Nesfa Akther

IT Support Technitian

## Contact

- 01908070170
- nuhanesfa@gmail.com
- 123 Anywhere St., Any City, ST 12345

## About Me

I am a dedicated and detailed-oriented IT technician with 2 years experiences in providing technical support and maintaining hardware and software systems. Skilled in diagnosing, troubleshooting, and resolving technical issues. With a strong background in networking, system administration, I am committed to delivering efficient, reliable solutions.

## Skills

- Operating System
- Networking
- Software Installation and Configuration
- Troubleshooting
- Team work & Communication
- Critical Thinking
- Leadership

## Education

- Bachelor of Science in Computer Science and Engineering**  
*Shahjalal University of Science & Technology, Sylhet* 2019-2022  
Courses focus on Networking, Cyber-security, Database Management, Linux System, Data Structure, Cloud Services. Completing thesis on 'Intrusion Detection Machine Learning for Small Networks'
- Bechelor of Science in Computer Science**  
*Dhaka University of Engineering & Technology, Dhaka* 2023-2024  
Relevant courses focus on Networking Fundamentals, Operating systems, Cyber-security, Database Management, System Admiistration, Cloud Computing .

## Experience

- IT Support Technitian**  
*ABC Technologies, Dhaka, Bangladesh* Jan 2024- present  
Provided technical support for over 150 employees, ensuring quick resolution of hardware, software and network related issues. Installed, configured, and maintained desktop computers, printers, and network devices.
- IT Support Technician**  
*BASIS IT Service, Sylhet, Bangladesh* Jul-Dec, 2023  
Provided comprehensive desktop and laptop support for 200 uses, resolving software, hardware, and peripheral issues. Managed the installation and troubleshooting of networking devices, including routers, switches, and firewalls, ensuring optimal performance and security.
- Junior IT Support Technician**  
*XYZ Solutions, Chittagong, Bangladesh* Jan-Jun, 2023  
I provided first-level IT support for 100+ employees, troubleshooting issues related to Windows and Linux operating systems. Collaborated with the network team to monitor and maintain the health of computer services.
- IT Support Intern**  
*DEF Enterprises, Sylhet* Sept-Dec, 2022  
Assisted in diagnosing and resolving technical issues with office hardware, printers, and network connections. Helped maintain internal documentation for IT processes and troubleshooting.

## References

**Mr. Ahsan Hossain**  
ABC Technologies. / CEO  
Phone: 123-456-7890  
Email: ahsan.hossain@abc.com

**Ms. Nabila Ahmed**  
TechSys Solutions. / CEO  
Phone: 123-456-7890  
Email: nabila.ahmed@techsys.com