



SAIMA JAMAN

IT Support
Technician

Contact

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- 📍 Charmandalia, Monohardi,
Narsindi, Dhaka,
Bangladesh

Education

Khidirpur ML High
School, Monohardi,
Narsingdi
2012-2017
Abdul Kadir Mollah City
College, Narsingdi.
2017-2019
Shahjalal University of
Science and
Technology, Sylhet.
Bachelor of Social Science in
Anthropology

2019- Present

Skills

Management Skills
IT Support Technician
Communication skill
Negotiation
Critical Thinking
Leadership

Language

English
Bangla

About Me

IT Support Technician with a strong passion for solving technical problems and ensuring smooth system operations. Skilled in troubleshooting hardware, software, Word, Excel and PowerPoint.

Experience

Shahjalal University of Science and Technology, Sylhet, Bangladesh **2022- Present**

Monitored system performance and resolved connectivity issues.
Delivered excellent customer service to ensure smooth IT operations.

Shahjalal University of Science and Technology, Sylhet, Bangladesh **2021-2022**

Assisted in managing and updating Microsoft Office tools, including Excel, Word, and PowerPoint.
Ensured data security and performed regular system backups.

Shahjalal University of Science and Technology, Sylhet, Bangladesh. **2020-2021**

Provided technical support to users by troubleshooting hardware and software issues.
Installed, configured, and maintained computer systems and networks.