



Amanur Rahman Sany

B.Sc. (Hon's) in Mathematics

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Namder Kumully, Karatia, Tangail, Dhaka.

Course Certification

1. Basic Computer and ICT
2. ISP Setup with MikroTik
3. IT Support

Technical Knowledge and Skill

- Basic knowledge about common switch, router and Wi-Fi devices
- Basic knowledge in value added services in ISP network
- Skill of Microsoft (Excel, Word, Power Point)

Languages

Bangla, English, Hindi

Competencies Extracurricular Activities

- Multi-tasking skill, good time management and prioritization of work-load
- Good interpersonal communication skills
- Self-Accountability
- Effective team work skill
- Member of IT Club
- Indoor games (Cheese, Carrom)
- 4. Driving- Two-wheeler, Light.

Educational Qualification

- BSc. In Mathematics (3rd year)
Year: 2019 - Running
- HSC Group Science GPA- 4.17
Year: 2019
- SSC Group Science GPA- 5.00
Year: 2017

Carrier Object

Would like to improve my technical knowledge and professional skills learning and executing them in my work station so that quality through services can be provided to the country under my leadership; Comfortable with team work, and, Confident enough to face any challenges with utmost dedication and hard work; Honest and sincere with my responsibilities.

Job Experience

Support Engineer, NOC

One Sky Communication Limited

S.A Bhaban (6th floor), 115/23 Motijheel Circular Road Dhaka-1000

Duties/Responsibilities:

- 24/7 Network Alarm Monitoring, Correlation and Escalation to responsible concern.
- Responding customer inquiries, complaints and providing basic technical support via phone, mail and different group.
- Ensure customer satisfaction regarding support & service.
- Evaluation of problem category and escalating to respective stakeholders.
- Work in roster along with night shifts and holidays.
- Committed to achieve company's goal ensuring minimum downtime and recovery time.
- Follows company standards and policies for workflow.

[From 1th June 2023 – Present]

Customer care Executive

One Sky Communication Limited

S.A Bhaban (6th floor), 115/23 Motijheel Circular Road Dhaka-1000

Duties/Responsibilities:

- 24/7 Network Alarm Monitoring, Correlation and Escalation to responsible concern.
- Responding customer inquiries, complaints and providing basic technical support via phone, mail and different group.
- Ensure customer satisfaction regarding support & service.
- Evaluation of problem category and escalating to respective stakeholders.
- Work in roster along with night shifts and holidays.
- Committed to achieve company's goal ensuring minimum downtime and recovery time.
- Follows company standards and policies for workflow

[From 12th April 2023 – 30th May 2023]

Computer Administration

Hasan Kinder Garden School

Karatia, Tangail Sadar, Tangail, Dhaka.

Duties/Responsibilities:

- Management of multiple inbound and outbound calls in a timely manner.
- Handle customer inquiries both over the phone and by SMS.
- Provide customers with service information manage and resolve customer complaints about NESCO electricity.
- Submit regular reports to management.

[From 3th September 2019 – 30th March 2023]