



# SHAMSUN NAHAR

IT SUPPORT TECHNICIAN

## CONTACT

📞 01854530777

✉️ shamsunnaharsust@gmail.com

📍 Akhalia, Begum  
Fazilatunnesa Mujib Hall,  
SUST, Sylhet.

## SKILLS

- Project Management
- Leadership
- Web and Server Management
- Virtualization
- MS-Word
- MS-Excel
- PowerPoint
- Critical Thinking
- Digital Marketing
- Problem Troubleshooting

## LANGUAGES

- Bangla (Fluent)
- English (Fluent)
- Spanish(Basic)
- German (Basic)

## REFERENCE

**Dr. Masud Sarkar**

Assistant Professor

Phone: 01764280310

Email : masud-psa@sust.edu

## PROFILE

A dedicated IT Support Specialist with strong foundational knowledge in computer hardware, software, networking, and office technology management. Proficient in troubleshooting, system configuration, and delivering training in IT tools to enhance organizational productivity. Skilled in managing video conferencing tools, social media platforms, and web services.

## EXPERIENCE

- IT Specialist at International Leadership Competition May 2024
- Technical Support Intern at International MUN July 2024
- IT Support Trainee at IICT, Shahjalal University of Science and Technology May 2024 - Present

## EDUCATION

- **BSS in Department of Political Studies** 2022--present  
Shahjalal University of Science and Technology,  
Sylhet  
CGPA-3.80
- **HSC** 2020  
Sylhet Govt. Womens College  
GPA-4.83

## CERTIFICATION

- Digital Literacy July 2024  
Futurenation & Creative IT Institute
- Digital Skills for Students December 2024  
IICT, SUST
- Professional Video Editing October 2024  
Futurenation & Creative IT Institute