ADITTA BARUA

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SUMMARY

Postgraduate Computer Forensics & Cyber Security student with a robust foundation in IT support, hardware troubleshooting, and electronics repair. Currently serving as an IT technician, specialising in system diagnostics, networking fundamentals, and device configuration, while providing exceptional customer-facing technical support. Achievements include documenting over 25 technical issues to reduce recurring support tickets by 15% and restoring hardware functionality for various devices with a high success rate. Actively seeking opportunities in IT Support, Cyber Security, and Technical Support roles.

TECHNICAL SKILLS

IT & Systems

- IT support & troubleshooting
- Hardware repair (phones, tablets, laptops, PCs)
- System diagnostics & maintenance
- Software installation, updates & configuration
- Printer & peripheral setup
- Basic networking & connectivity checks

Business & Professional

- Inventory & stock management
- Retail & customer service
- Technical documentation
- Communication & teamwork
- Leadership & staff supervision

Systems, Tools & Software

- Kali Linux
- Basic penetration testing & security tools exposure
- Windows & macOS
- Microsoft 365 (Word, Excel, PowerPoint, Outlook)
- Adobe Illustrator, Photoshop
- Vulnerability assessment basics
- Basic networking concepts (TCP/IP, DNS, HTTP)

Programming & Scripting

- Python
- Java
- JavaScript
- HTML, CSS
- SQL
- Problem-solving using algorithms and logic

WORK EXPERIENCE

Technician & IT Specialist , TechPoint 22 Limited
London, UK

June 2025 - Present

- Coordinated networking tasks and device configurations for on-site workstations, ensuring 100% connectivity for staff
- Facilitated technical support and updated software tools, minimising system vulnerabilities
- Documented over 25 common technical issues and established a knowledge base that reduced recurring support tickets by 15%
- Restored hardware functionality for PCs, laptops, and tablets with a high success rate, ensuring continuous business operations
- Maintained IT equipment (printers, computers) for daily use, reducing equipment downtime through faster servicing

Technician & Sales Assistant, Tiktech/Print Express
London, UK

February 2025 - May 2025

- Repaired and troubleshoot electronic devices to professional standards, maintaining a consistent 95% customer satisfaction rate

- Trained and supervised staff on quality standards and store policies, increasing overall team efficiency
- Tracked performance metrics to support data-driven decision-making, helping the branch achieve 100% of monthly business targets
- Managed day-to-day operations and staff coordination to deliver high-quality customer support
- Established efficient stock levels and supplier communication, reducing stock shortages by 20% through an improved restocking process

Graphics Designer, Avalanche Digital Limited　　　　　　**December 2023 - October 2024**
Dhaka, Bangladesh

- Conceptualised branding requirements with clients and marketing teams for digital campaigns
- Refined design drafts based on feedback, leading to a faster project approval cycle
- Delivered over 20+ design projects (flyers, banners, logos) while meeting strict deadlines
- Implemented Adobe Illustrator and Photoshop to create market-ready visual content, improving the brand's digital presence

EDUCATION

Master of Computer Forensics & Cyber Security　　　　**Jan 2025 - Jan 2026**
University of Greenwich – London, England
- Core Modules: Computer Forensics, Cyber security, Network Security
- Thesis: Intelligent IoT Threat Detection Using Machine Learning

Bachelor of Science in Computer Science and Engineering　　**Jan 2020 - May 2024**
BRAC University - Dhaka, Bangladesh
- Core Modules: Cloud Computing, Machine Learning, Networking
- Thesis: Edge-Optimized Machine Learning Models for Real-Time Personalized Health Monitoring

PROJECTS

- Product stock, buy & sales management system using HTML, PHP and JavaScript
- Inventory Management System: Developed a stock tracking system using JavaScript and HTML
- Bangla Chat Bot: Implemented Natural Language Processing (NLP) to create a functional chatbot
- Car Detection System using Arduino Uno Microprocessor and Different Sensors

EXTRACURICULAR ACTIVITIES

- Designer, IEEE BRACU Student Branch, Panel Member (2023-2024)
- Senior Executive, Creative Department, Brac University Computer Club (2021-2023)
- Content Executive, Hult Prize At BRACU Official Event, 2022
- Director, Marketing & IT Department, BRAC University Monon Club (2023-2024)
- Reciter, 15th Convocation of BRAC University

LANGUAGES

- ENGLISH (FLUENT)
- BANGLA (NATIVE)
- HINDI (CONVERSATIONAL)

REFERENCES

Available upon request.