

Amanullah Manssur

IT SUPPORT | WEB · LINUX CLI · NETWORKING

ABOUT ME

Motivated IT consultant with a strong foundation in client-focused remote support, web technologies, and Linux CLI. Committed to delivering clear, long-term solutions. In 2023, I realigned my career toward IT to match my IT studies and interests, after years in customer-facing roles.

PERSONAL DETAILS

-  Cologne, Germany
-  hi@amanssur.com
-  +49 1520 7592364
-  amanssur.com
-  in/amanssur
-  amanssur-tech


CORE SKILLS

- Troubleshooting & Diagnostics
- IT Support & Communication
- Network Administration
- Terminal & Linux (CLI)
- Helpdesk Ticketing (Jira)

LANGUAGES


- English – Full Professional (C1)
- German – Native/Bilingual
- Persian – Native/Bilingual

EXPERIENCE

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Manssur Media

WEB CONSULTANTRemote · Apr 2023 – Present

 - Built custom WordPress sites incl. hosting, SEO setup, layout, contact forms
 - Configured WooCommerce, FTP/cPanel deployments, and light PHP edits
 - Created marketing materials (logos, flyers) with Figma & Canva
 - Handled client consulting, project management, and final handovers
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Vorwerk Group

SALES CONSULTANTCologne (Field) · Nov 2023 – Apr 2025

 - Delivered B2C demos and sales for Kobold vacuum systems
 - Used Vorwerk's CRM to manage visits, customer data, contracts
 - Ran the full sales cycle incl. financing and aftercare
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Scale AI

AI LANGUAGE CONTRIBUTORRemote · Sep 2023 – Oct 2023

 - Evaluated and improved AI-generated Persian content
 - Contributed to quality control for large language model training (Google Gemini)
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Tivian

ENTERPRISE SUPPORT ASSISTANTCologne (Hybrid) · Jan 2023 – Mar 2023

 - Provided remote support for enterprise clients using Tivian's EFS platform (Discovery XI)
 - Fully resolved tickets via Jira; helped route unclaimed ones across global teams
 - Created Confluence docs on new app features (Communicate XI) after acquisition

EDUCATION

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University of Cologne

B.SC. IN BUSINESS INFORMATICSExpected graduation: Mar 2026

CERTIFICATIONS

- Linux Basics – LinkedIn
- Networking Basics – LinkedIn
- Looker Studio – LinkedIn
- Command Line –Codecademy
- Pre Security – TryHackMe

TOOLS & TECH

- Wordpress & WooCommerce
- Java Fundamentals
- Sales CRM Experience
- Figma & Canva
- SQL Basics