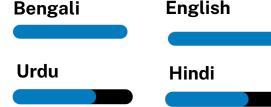# SYED EHSANUL KARIM
Technical Support Specialist

Customer-focused Technical Support Specialist with 5+ years of experience managing SaaS platforms, POS systems, and e-commerce solutions. Proven track record in leading teams, reducing ticket resolution times by 20%, and optimizing support workflows. Adept at troubleshooting cross-platform issues and collaborating with developers to resolve bugs.

EDUCATION

B.Sc in CSE (Graduated in 2022)

Metropolitan University, Sylhet
152 Credit Completed

LANGUAGE PROFICIENCY

Bengali

English

Urdu

Hindi

CERTIFIED IN

CompTIA A+ Core 1 (220-1201)

Certificate of Completion and Practice Exam
Issued By,
Dion Training Solution, Udemy

Mobile Apps Development Program 2018

Issued By,
ICT Ministry, Government of Bangladesh

PROFESSIONAL SKILLS

IT Infrastructure & Systems
- Windows Server, macOS, Linux (Ubuntu, CentOS)
- Active Directory, Azure AD, Group Policy, LDAP
- Networking: TCP/IP, DNS, DHCP, VPNs, VLANs, Firewalls
- Virtualization: VMware, Hyper-V, Remote Desktop Services

IT Operations & Leadership
- Led IT teams (12+), SLA/KPI tracking, ITIL-based incident & problem management
- Root cause analysis, SOP development, technical training, stakeholder/vendor coordination
- Budget planning, resource allocation, and documentation

Support Tools & Automation
- Ticketing: Zendesk, Jira, ServiceNow | Remote: TeamViewer, AnyDesk
- Automation & Scripting: PowerShell, Bash (basic), Python (basic)
- Monitoring: Nagios, SolarWinds, PRTG

Security & Compliance
- Patch management, access control, disaster recovery
- Familiar with GDPR & HIPAA compliance requirements

Project & Strategic Management
- Software lifecycle upgrades, stakeholder alignment
- Budgeting, vendor negotiations, change management, risk mitigation

Technical Collaboration
- Bridged support & dev teams, Agile/Scrum exposure
- Oversaw regression testing and UAT processes

Technical Skills
- SQL (MySQL, PostgreSQL), Git, Power BI for visualization
- Web tech debugging: HTML, CSS, JavaScript, React, Java

Business & E-Commerce Systems
- POS platforms: OrderE, Square, Toast | CRM/ERP: Salesforce, SAP, Bitrix
- Payment gateway integration, end-user onboarding & support

PROFESSIONAL EXPERIENCES

OrderVox LTD

Promoted to Manager,
Technical Support Department

September 2022 - May 2025

- Led a team of 12+ customer support agents to deliver 24/7 technical assistance to 3000+ restaurants and takeaways e-commerce websites, digital marketing, hardware devices and upsell across the UK.
- Resolved 1000+ technical and non-technical issues using Zendesk and internal CRM systems, reducing resolution time by 20%.
- Utilized Jira to collaborate with the development team for bug tracking, resulting in a 30% reduction in recurring technical issues.
- Developed SOPs and training documentation that improved ticket resolution efficiency by 15%.
- Integrated ERP workflows for POS and inventory support and onboarding process streamlining.
- Led end-to-end migration from version 1 to version 2 coordinating with developers and stakeholders to ensure smooth rollout. Achieved 30% reduction in downtime.
- Collaborated on fixing 50+ critical issues, reducing post-launch tickets by 60%
- Trained 12+ agents on new workflows, cutting onboarding time by 25%

OrderVox LTD

Aug 2020 - Aug 2022

Technical Support Executive

- Delivered real-time support to clients for POS, hardware and software configurations of the OrderE platform.
- Assisted in transitioning to centralized support tools and automating ticket handling workflows.
- Tele Support, Remote Access Support

Website Developer

Jan 2020 - Dec 2020

Freelance

- Built responsive, user-friendly websites using React.js, HTML, and CSS for small business clients.
- Collaborated with clients to gather design requirements and delivered 25+ completed projects.
- Built inventory management and POS software for all type of businesses