

ANINDYA PODDER



CAREER OBJECTIVE

Seeking to utilize my studies in the spectrum of Information Technology as an IT Specialist to further my skills within IT Infrastructure to the highest level possible that allows me to explore, advance, and exhibit my knowledge and be part of a team that works toward the growth of my organization, where innovation, hard work, honesty, and commitment is the cornerstone of career development.

WORK EXPERIENCE

Technical Support Representative

Gatstone & Co. Inc. | Canada | June, 2022 - January, 2024

- Provide knowledge of technical support and troubleshooting guidance pertaining to Network, Internet, and Computer issues.
- Communicate and resolve issues electronically and by phone with customers experiencing technical difficulties to determine and document problems experienced.
- Consult internal software, tools, and guides to research customer issues and implement solutions.
- Employ time management, document customer interactions thoroughly and escalate potential service issues.

Customer Service Agent

Teleperformance | Canada | May, 2021 - August, 2021

- Answer incoming calls, identify customer needs, and route calls to specialized departments, as necessary.
- Respond to customer questions and objections utilizing established service de-escalation techniques.
- Resolve product or service problems by clarifying the customer's complaint.

EDUCATIONAL HISTORY

Concordia University Montreal

Master's in Information Systems Security | Jan 2019 - May 2021

East West University, Dhaka

Bachelor's in Computer Science and Engineering | May 2013 - January 2018

Notre Dame College

Science | 2012

St. Gregory's High School

Science | 2010

LANGUAGE

- Bengali (Fluent)
- English (Advanced-C1)

About Me

Dedicated problem-solver with over one and a half years of experience as a Technical Support Advisor in a reputed Telecommunication organization. Experienced in researching and addressing infrastructure security issues, including authentication, confidentiality, and data integrity. Proven diagnostic and analytical skills with high attention to detail and the ability to work effectively and efficiently in fast-paced environments with changing priorities.

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Gendaria, Dhaka-1100, Bangladesh.

Technical Skills

- Windows OS / Linux OS
- Cybersecurity Strategy Development
- Security Log and Network Traffic Analysis
- Firewall Management
- Vulnerability Assessment
- Networking
- Incident Response Planning & Mitigation
- Security Awareness Training

Soft Skills

- Time Management
- Communication
- Patience
- Adaptability
- Work Ethic
- Problem Solving

Certifications

MS-900: Microsoft 365 Fundamentals

AZ-900: Microsoft Azure Fundamentals

Reference

Sumit Podder

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