PRITAM SAHA

IT & SUPPORT ENGINEER

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ABOUT ME

I am a highly motivated and detail-oriented individual with excellent communication and interpersonal skills. I am passionate about learning new things and expanding my knowledge base. I am a team player who is always willing to go the extra mile to ensure the success of the team. As an experienced Data Analyst and Customer Support Specialist I adopt at utilizing computer productivity software to develop a sense of teamwork in a group and forecasting, reporting on relevant trends to facilitate strategic planning. Seeking to utilize my study and expertise to take the next career step with a highly respected organization. I have extensive experience in installing and troubleshooting Windows, Mac & Linux Based Operating Systems, Applications and Security Patches. I am knowledgeable in network (LAN) connection setup and troubleshooting for a computer. I have experience in leading desktop and helpdesk support efforts to ensure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with minimal disruptions. I am also skilled in Linux system administration, Vulnerability Assessment, Reverse Engineering, Security Analysis, Network Security, Firewall. Security monitoring, Threat detection, SIEM and Forensics analysis.

EDUCATION

2023 (Running)
MASTER'S DEGREE
IT Jahangirnagar University
MSc in Information Technology

2021
BACHELOR DEGREE
University of Development Alternative (UODA)
BSc in Computer Science & Engineering

2013
College Degree
Chowmuhani Govt. S. A. College
Studied in Science

2011
HIGH SCHOOL
Sonaimuri Govt. Model High School
Studied in Science

PROJECT/THESIS

First Person Shooting Game

As a student at university, I embarked on a challenging endeavor to develop a 3D First Person shooter game using UNITY and C# scripting. This project aimed to not only showcase my technical skills but also provide an immersive gaming experience for players. By meticulously designing the game mechanics, implementing realistic graphics, and incorporating engaging gameplay elements, I strived to create an unforgettable gaming experience that would captivate players and demonstrate my proficiency in game development.

LANGUAGE

English (Professional)
Read, Write & Speak
IELTS Score: Test Not Given

Bangla (Native)
Read, Write & Speak
Native Bilingual

French (Learning Phase)
Joined a French language Master class

CORE QUALIFICATIONS

Desktop support and troubleshoot: Support and administration of desktop computers and related devices can also install, update, and troubleshoot Windows, Mac, and Linux-based operating systems, applications, and security patches.

Network support and troubleshoot: Support and maintenance the network, wireless, and physical network infrastructure, ensuring its availability, performance, and security. Also work with network devices, such as routers, switches, firewalls, etc.

Customer support and service: Effective and professional customer support and service, using communication and interpersonal skills to understand and fulfill client-based requests, feedback, and data to improve the quality, efficiency, and services offered by the company.

Data analysis, forecasting, and Reporting: Uses various tools and techniques, such as SQL, spreadsheets, statistical programming languages, and data visualization software, to retrieve, organize, and analyze large data sets.

Linux system administration and Security: Skilled in Linux system administration, Vulnerability Assessment, Reverse Engineering, Security Analysis, Network Security, firewall Security monitoring, Threat detection, SIEM, and Forensics analysis, I can implement and monitor network security measures to protect the network and its data from unauthorized access or attacks.

Problem-solving, analytical, and Critical thinking in detail: I can identify, analyze, and solve various IT-related issues in a timely and efficient manner. Ensuring that the devices, software, and networks are functioning properly and securely.

Learning agility and adaptability: I am passionate about learning new skills and expanding my knowledge base. I can also adapt to changing situations and requirements quickly and efficiently. I can learn and adopt new technologies and tools as required by the job or industry trends.

Teamwork and collaboration: I am a team player who is always willing to go the extra mile to ensure the success of the team. I can collaborate with stakeholders from different departments or backgrounds, using my communication and interpersonal skills to build rapport and trust.

PROFESSIONAL EXPERIENCE

2023

Client Support (MARGIN EDGE)
Using their software, review, approve and organize restaurant purchasing data. Work with in-office and remote client-services teams. Trouble-shoot client issues and help restaurants solve problems. Work on, and when necessary, escalate, exceptions and unusual situations. Identify areas for process or product improvement.

2021

Data Analyst (MARGIN EDGE)
Using their software, review, approve and organize restaurant purchasing data. Work with in-office and remote analyst's teams and Identify data for process or product improvement. Additionally, I have consistently ensured the customer data is correct and ready for processing.

2021

Assistant Technical Officer (Bangla Insider)
I gathered some experience including troubleshooting various technical issues across different domains such as Quality Assurance, Operations Management, Information Security Analysis, Cloud Security, Software Project Management, Identified and resolved complex problems within these areas by applying my strong analytical skills and extensive knowledge of industry best practices. Ensured the implementation of robust security measures and efficient project management strategies to deliver high-quality software solutions on time.

2020

Technical Support (Bengal Fonts)
Installation and troubleshooting of Windows, Mac & Linux Based Operating Systems, Applications. Including troubleshooting various technical issues across different domains such as Quality Assurance and Operations Management.

TRAININGS

- The Complete Hmap Ethical Hacking Course: Network Security (www.udemy.com, Completed).
- Automate the Boring Stuff with Python Programming (www.udemy.com, Completed).
- Learn Python & Ethical Hacking From Scratch (www.udemy.com, Running)
- Python 2 Network Programming - Build 12 Multi-Vendor Tools (www.udemy.com, Running).
- Python 3 Network Programming - Build 5 Network Applications (www.udemy.com, Running)
- Remote Hacking Python Expert with Python 2.x and 3.x (www.udemy.com, Completed)
- Unity Game Development - Build a First Person Shooter (www.udemy.com, Completed)
- Learn Kali Linux and Hack Any Android Mobile Devices (www.stackskills.com, Completed)
- A to Z Ethical Hacking Course (www.stackskills.com, Completed)
- Certified Ethical Hacker Boot Camp (www.stackskills.com, Completed)
- Learn Burp Suite for Advanced Web Penetration Testing (www.stackskills.com, Completed)
- Complete Ethical Hacking / Penetration Testing Course (www.stackskills.com, Completed)
- Intro to Ethical Hacking (www.stackskills.com, Completed)
- Real World Hacking & Penetration Testing (www.stackskills.com, Completed)
- Learn Hacking/Penetration Testing Using Android from Scratch (www.stackskills.com, Completed)
- Python for Pentesters (www.pentesteracademy.com,Completed)
- Reverse Engineering for ARM Platforms (www.pentesteracademy.com, Completed)
- Pentesting with Metasploit (www.pentesteracademy.com, Completed)
- 2019 Ethical Hacker Masterclass Bundle (www.cybersecurity365.com, Running)

CERTIFICATIONS

The Complete Ethical Hacking Course, Beginner to Advanced! (UDEMY) - Certified in EH (CEH)

Certified Information System Auditor- CISA (ISACA) - Study in progress

CompTIA CySA+ (LinkedIn) - Study in Progress

Palo Alto Networks Cybersecurity Professional Certificate (Coursera) - Study in Progress

Google IT Support Professional Certificate (Coursera) - Study in Progress

IBM Cybersecurity Analyst Professional Certificate (Coursera) - Study in Progress

Google IT Automation with Python Professional Certificate (Coursera) - Study in Progress

Microsoft Cybersecurity Analyst Professional Certificate (Coursera) - Study in Progress

Google Cloud Database Engineer Specialization Certificate (Coursera) - Study in Progress

TECHNICAL SKILLS

Information Security
Kali Linux, Kali Nethunter, Vulnerability Assessment, Penetration Testing, Reverse Engineering, Security Analysis, Network Security, Firewall.

Programming Language
C, C++, Java, Python, C#

Web Technology
HTML/HTML5, CSS/CSS3, PHP, SQL, Java Script

Cloud Technology
Google Cloud, Microsoft Azure, Amazon AWS, Name Chip, Hostinger

Application Program
Metasploit, Armitage, Nessus, Maltego, Netcat, Wireshark,BeEF, Aircrack-ng, The Hydra, John The Ripper, Hmap, Vmware workstation, SSH.

Database
MySQL Database, Postgre SQL

Networking & Server Configuration:
FTP, DNS, Telnet, Proxy, IP Subnetting, Web server, Static routing, BGP, NAT, DHCP

OS
Windows 98, XP, 7 /8.1 /10/11, Kali, Red Hat, Mint, CentOS, Ubuntu, Debian, Fedora

ADDITIONAL SKILLS

REFERANCE

TANVIRUL ISLAM
Assistant Vice President
Southeast Bank Limited
Head Branch, Dhaka

Cell : +880 1715449332

PROF. DR. IFFAT QUAES CHOWDHURY
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