



RIYA BANIK AHSI

IT Support Specialist

CONTACT

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- 📍 Sunamganj Sadar, Sylhet, Bangladesh.

SKILLS

- Leadership
- Critical Thinking
- Teamwork
- Time Management
- Technical Support
- Effective Communication

LANGUAGES

- English (Fluent)
- Bangla (Fluent)
- Hindi (Fluent)

EDUCATION

- **2019 - Present**
SHAHJALAL UNIVERSITY OF
SCIENCE AND TECHNOLOGY,
SYLHET
- **2017 - 2019**
Sunamganj Govt. College,
Sunamganj
- **2012 - 2017**
GOVT. S.C. GIRL HIGH SCHOOL
Sunamganj

PROFESSIONAL PROFILE

Dedicated IT Support Technician with [4years] of experience providing technical assistance to users in both corporate and public settings. Proficient in troubleshooting hardware, software, and network-related issues. Strong ability to communicate technical information to non-technical users, coupled with a proactive approach to system maintenance and support.

WORK EXPERIENCE

IT SUPPORT SPECIALIST AT IT SUPPORT SPECIALISTS

| 2021 - PRESENT

- Develop and execute comprehensive marketing strategies and campaigns that align with the company's goals and objectives.
- Lead, mentor, and manage a high-performing marketing team, fostering a collaborative and results-driven work environment.
- Monitor and maintain brand consistency across all marketing channels and materials.

IT SUPPORT INTERNSHIP | 2020 - 20221

- Assisted in setting up and troubleshooting computer hardware and peripherals.
- Supported senior technicians in maintaining the IT infrastructure, including servers and routers.
- Learned and applied basic principles of IT security and compliance.

CORE SKILL IN IT SECTOR

- Hardware and software troubleshooting
- Network configuration and support (LAN/WAN, Wi-Fi)
- Operating systems: Windows, Linux support and security
- Software installation and configuration
- Printer and peripheral maintenance
- BIOS setting
- Strong customer service and communication skills