ASIF FAYSAL

IT / TECHNICAL SUPPORT ENGINEER

My Contact

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📍 Dhaka,Bangladesh

in asif-faysal-178b05117

Hard Skill

- O365 Specialist
- Powershell
- Active directory
- Support End User
- Software troubleshooting
- Microsoft windows server
- Computer networking
- VPN
- MDM Specialist
- Data processing
- Database maintenance
- Diagnose faults and Resolves
- MIS Expert
- Repair hardware
- Help desk
- Inventory Management
- Device Auditor
- Remote Service

Soft Skill

- Analytical Thinking
- Problem Solving
- Computer literacy
- Customer service
- Time Management
- Analysis skills
- Observation
- Decision making
- Communication
- Multi-tasking

About Me

Individual who isn't afraid to face a challenge. I'm passionate about my work and "Trust" is the morality of my life. Efficient and knowledgeable computer support team member accustomed to independently evaluating and solving range of technical issues. Trained in software, hardware and networking problems. Bringing excellent technical knowledge and problem-solving abilities gained over 4+ years record of success as skilled Tech Support Specialist. Highly analytical and organized multitasker with decisive nature and strong attention to detail.

Professional Experience

Senior Technical Support Engineer

KANTAR Research Bangladesh PVT. LTD.

2020 – Present

Key responsibilities:

- Act as the first point of contact for End-Users with issues concerning their computer systems and equipment.
- Troubleshoot hardware and software issues for End-Users.
- Diagnose and resolve technical issues.
- Provide technical support over the phone, email, and chat.
- Prioritize and manage the workflow.
- Configure operating systems.
- Install and configure hardware and computer applications.
- Create and maintain technical documentation.
- Monitor system performance and troubleshoot any issues.
- Monitor and maintain computer networks.
- Resolve issues related to the network.
- Conduct Device Audit of the Whole Device Inventory.
- E-scraped Non-Working Device and propose for budget of New Device.
- Research and recommend new products and services.
- Design computer systems that meet specific requirements.
- Help Organization deploy new software or hardware systems.
- Train people on how to use different systems.
- Maintain procedural documents and reports.
- Ensure proper documentation of all issues.
- Prepare prompt, accurate reports.
- Strictly follow the GDPR and Data Protection Guidelines.

Education Background

- **Daffodil International University**
  Dhaka,Bangladesh

  ### Bachelor of Science in Computer Science & Engineering

  Completed in 2020