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Ottawa, ON K1V 2S3

Certifications

- AZ-900 (Azure Fundamentals)
- AI-900 (Azure AI Fundamentals)
- PL-900 (Power Platform Fundamentals)
- CompTIA A+
- ITIL v4

Skills

- Microsoft Power Platform
- Enterprise Solution Design
- Application Support
- IT Service Management
- IT Asset Management
- Troubleshooting and diagnostics (Hardware and Software)
- Active Directory and Microsoft Office 365
- Strong understanding of TCP/IP concepts
- Knowledge of ITIL and different Windows environment
- Understanding of Firewalls (Meraki, Cisco ASA)
- Customer Relationship Management (CRM)

Education And Training

10/2020

Master of Engineering (M.Eng):

Electrical and Computer Engineering

University of Windsor

Windsor, ON

ASHIKUR RAHMAN

Summary

Technical Solutions Specialist with 5+ years of experience in providing technical support and delivering innovative and scalable solutions for various industries.

Skilled in cloud computing, Microsoft platforms, ITIL aligned processes, ITSM and ITAM solutions. Passionate about helping clients achieve their business goals and optimize their performance.

Exceptional client service and communication skills; consistently conveys competence and concern to end users. Strong ability to effectively multitask and to perform with a sense of urgency for rapid issue resolution.

Experience

Provance Technologies Inc. – Technical Solutions Specialist

Ottawa, ON

06/2022 - Present

- Leading product demonstrations with existing and potential customers.
- Leading proof of concept evaluations with potential customers, including the installation and configuration of technical products.
- Building product demonstrations and configuration of technical products to support demonstrations.
- Leading technical product training and orientation sessions with existing and potential customers.
- Support the development of sales proposals.
- Provide input into product planning based on needs encountered and identified with customers.

Likewise Canada – Wireless Support Technician

Ottawa, ON

11/2021 - 04/2022

- Complete all the repairs and ticket requests within pre-defined timeframe.
- Troubleshoot Apple and Samsung Devices (Both software and hardware) being a certified technician.
- Assisted customers with instructional support and product troubleshooting.

Teleperformance Canada – Desktop Support Analyst

Toronto, ON

06/2021 – 10/2021

- Provided support and resolved tickets regarding server, desktop, printer, phone and office equipment issues for onsite and remote end users.
- Helped client with account password resets or account unlocks via Local AD or Azure AD (Active Directory)

- Installed, maintained and repaired network software, components and equipment and integrated with existing system.

Concentrix Technologies Services Canada. - Advisor I, Technical Support

Belleville, ON

10/2020 - 05/2021

- Troubleshoot basic and routine client issues that are technical in nature, including hardware, software, networking, or other designated client products.
- Responded to requests for technical assistance in person via phone and remotely for the following technologies: Windows and Mac OS based end points (Laptops Desktops & Thin Clients), Tablets & Smartphones (IOS & Android), and Microsoft Office.
- Helped resolve problems by addressing problems analytically and with real-world data.
- Set up and configured wide area network (WAN) and local area network (LAN) routers.

Grameenphone Ltd - Desktop Support Technician

Dhaka, Bangladesh

05/2015 - 04/2017

- Tackled troubleshooting and problem resolution to support end-user technical issues.
- Devised incisive workarounds and resolutions for IT-related problems.
- Updated and reconfigured existing and new computers with current software and operating systems.
- Set up new desktop systems and configured laptops for incoming employees and loaded required software and server permissions.
- Managed user profiles, security access and shared file structures.