**SM Khairul Hasan**

306-850-5678 190 Clifton Downs Road

[hasansm@sheridancollege.ca](mailto:hasansm@sheridancollege.ca) Hamilton ON L9C 2P6

**Desktop Support Analyst**

**Summary of Qualifications**

* An IT professional with a great passion to resolve issues of end-users, solution-oriented and hands-on technical problem solver who always takes ownership of a support incident
* Over 5 years of experience on IT Operation and Technical Supports in the enterprise solutions
* Strong knowledge of Windows 7, 8 & 10, MS Office Suite, Active Directory, SCCM, DNS, DHCP, TCP/IP, MAC, VPN, RDP, SQL Server
* Excellent Technical Supports, Client Service, interpersonal and effective communication skills
* Solid analytical and problem-solving, quick learner, organizational, and prioritization skills
* Graduated in Ontario College Diploma on Computer Programmer at Sheridan College and completed Google IT Support Professional Certificate

**Technical skills**

* **Operating System:** Unix/Linux, Windows, VMWare
* **Networking & Hardware:** LAN/WAN, TCP/IP, Routing protocols, Switches, DNS, DHCP, RDP
* **Applications:** MS Office suites, MS Visio, MS Project, MS SQL Server, Active Directory

**Related Work Experience**

**Desktop Support Analyst Co-op** Jan 2019 – May 2019 and Sep 2019 – Dec 2019

LifeLabs, Toronto, Canada

* Provided quality technical supports to both onsite and remote users through incident management system, in person, by email, by phone calls
* Worked closely with end-users to identify, evaluate issues related to Operating System, network, software and hardware and provided effective solutions to overcome the issue
* Based on end user’s requirements, installed and configured OS images and applications in customer environment
* Ensured proper setup and placement of workstations for end users
* Managed and maintained users and devices accessibilities by using Active Directory
* Served on an average eight to ten tickets daily

**IT Operation and Support Engineer** June 2012 – March 2016

Editec UK Ltd, Nigeria

* Provided technical supports to end-users for both software and hardware
* Managed server logs, database backup, achieve data from database in schedule time
* Monitored SQL server performance, database resources, client applications, network links and IT infrastructure services
* Generated reports from the database for the management of the company and various clients

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**Education and Training**

* **Google IT Support Professional Certificate** May 2020
* **IT Security: Defense against the digital dark arts** - CourseraMay 2020
* **System Administration and IT Infrastructure Services** – Coursera April 2020
* **Operating Systems and You: Becoming a Power User** –Coursera April 2020
* **The bits and Bytes of Computer Networking** – Coursera March 2020
* **Technical Supports Fundamentals** – Coursera March 2020
* **Computer Programmer - Diploma** September 2017 - August 2019

Sheridan College, Brampton, ON

**Relevant Professional Projects**

* **Multi-Mode Computerized Lottery System/Betting System, Editec**

During my 3-years tenure, I provided technical supports, and maintained database resources. I also executed functional and non-functional testing on test server. I wrote lots of complex SQL queries to prepare reports for different departments.

* **NetFront Web Browser, BJIT - Access Japan**

In this project, I was responsible to execute the test cases in a phone and to report the test summary report to the manager. I analysed the defects to be fixed. I worked hard to meet the deadlines and successfully I met it.

* **24/7 Sales Center, Aareas Interactive Inc**

The project was a web-based home builder software solution. I involved in Test Planning, Bug analysis, Test Case execution, scrum meeting. On an overage, every month I and my team had two builds and one release every three months.

**Community Involvement**

* Volunteer, FolkFest 2016, Saskatoon, SK, Canada August 2016

I demonstrated the displayed products to the visitors.

* Organizer, Rehabilitation Program, Bangladesh September 2007

I organized a rehabilitation program for flood-affected people in Bangladesh and raised about 300,000 BDT and rehabilitated 30 families.

* Distributor, Disaster and Humanitarian Relief January 2005

I participated in clothes distribution programs to poor people in several districts during winter. I collected old clothes and distributed to poor people. About 300 people were benefited.