

Objective

A passionate and highly motivated Computer Engineering graduate ready to take on new challenges. A person who can supply the most comprehensive information while resolving the customer's technical problems. Known for meeting strict deadlines and adhering to time restrictions while ensuring complete client satisfaction. Maintained good work ethics and interpersonal abilities while managing relationships with both clients and employers. Demonstrated strong problem-solving skills in diagnosing and troubleshooting complex issues. Proactively sought opportunities to improve processes and workflows, contributing to a more efficient and productive work environment. Consistently received positive feedback from clients and supervisors for outstanding service and support.

Skills

Power Skills

- Interpersonal Skills
- Time Management
- Collaboration Talent
- Problem-solving Abilities
- Flexible
- Hard-working Abilities
- Management Skills
- Leadership
- Active listening
- Adaptability

Technical Skills

- Online Platforms such as **Zoom, Teams, Webex, Google Meet**
- Microsoft Office Suite such as **Word, PowerPoint, Excel, Visio**
- Programming Language such as **C, C++, C#, HTML**
- Typing speed of **60 WPM**
- **Troubleshooting** a variety of technical issue related to computers, laptops etc.

Education

JANUARY 2022 – AUGUST 2024

- **Advanced Diploma in Computer Engineering Technology**

Seneca Polytechnic

Newnham Campus

1750 Finch Ave E, North York

- Graduated with a CGPA of 3.8, securing honors, and earned a spot on the President's Honor List in the first semester.
- Skilled at soldering and creating various circuit types and knowledgeable about various microcontrollers.
- Experienced with Windows Server networking functions like DNS and DHCP as well as VMware.
- Proficient with the Linux filesystem and Adobe Photoshop along with Premiere Pro.
- Expertise in preparing quotes for configuring PCs and other devices.

Language

- **English** (Advanced Level)
- **Bengali** (Advanced Level)

APRIL 2023 – DECEMBER 2024

- **Support Technician**

Information Technology Services (ITS)

Seneca Polytechnic, Newnham Campus

1750 Finch Ave E, North York

- Providing extraordinary customer support by responding to technical inquiries and keeping track of various correspondence both in-person and online including phone calls and service cases.
- Proficient in reimaging laptops and PCs and repairing over 500 desktops in accordance with Seneca's policies, ensuring optimal performance and strict adherence to security protocols, including antivirus installations and encryption practices to safeguard institutional data.
- Working with the AV team by skillfully assembling mobile TVs according to the requests from various departments for multiple events. Worked with the marketing team to successfully organize four open house events, which helped the events' overall success.
- Contributed significantly to the project of setting up BrightSign players by labeling and configuring the players for every mobile TV across all four campuses, improving their usability and functionality for various events.
- Cooperated with Field Service team to ensure efficient execution of various technical tasks related to computers and Hyflex classrooms.
- Trained new interns, providing them with the necessary skills and knowledge to succeed in their roles.
- Diligently troubleshooting a wide range of software issues by ensuring customer satisfaction through effective resolutions.
- Installed new mobile TVs to increase stock and guarantee availability for different department requirements.
- Consistently inspected storage to keep track of mobile TVs and laptops, guaranteeing correct arrangement and preparedness for upcoming occasions.
- Carried out routine inventory audits for IT equipment, making sure that correct records were kept and that supplies were promptly reordered to prevent shortages during times of high demand.
- Supervised printer maintenance to ensure optimal performance, reducing downtime and sustaining output.
- Effectively utilising technologies such as EasyVista, Salesforce, Jabber, Cisco Finesse, Five9, VDI, Quick Assist, Microsoft Teams, Microsoft Office, Microsoft Azure and Outlook to improve productivity and enhance smooth operations.
- Used remote assistance tools to troubleshoot and resolve issues for off-campus staff and students, ensuring accessibility and minimizing downtime.

AUGUST 2024 – PRESENT

- **Computing Solutions Advisor**

Best Buy

65 Dundas Street West, Toronto

- Managing daily client encounters while providing thorough, individualised, amiable, and polite service to guarantee customer retention.
- To be able to respond to any customer inquiries promptly and effectively and to make pertinent upsells, I memorised all the company's products and services.
- Input source data into different customer care software, such as customer names, addresses, phone numbers, and credit card numbers.
- Leveraged strong knowledge of computers and related technology to provide tailored recommendations on laptops and other tech products, ensuring each customer received the best solutions for their needs.
- Demonstrated proficiency with devices and technology solutions other than laptops, allowing for well-rounded advice and product recommendations to improve customer experiences.
- Provided customers with information about in-store activities, extended warranties, financing alternatives, and installation services, all of which enhanced customer engagement and generated additional revenue.

- **Event Staff Supervisor**
Seneca Student Federation (SSF)
Seneca Polytechnic, Newnham Campus
1750 Finch Ave E, North York
- Drafting charters for Events, overseeing the financial plan, and organizing successful events execution.
- Managing staff scheduling properly and carrying out payroll activities with precision and care.
- Guiding and monitoring staff activities to follow established policies for effective and systematic productivity.
- Conducting training sessions and interviews with new staff members to ensure a seamless onboarding procedure.

Volunteer Experience

APRIL 2022 – AUGUST 2024

- **Peer Mentor**
Seneca Student Mentoring in Life and Education (SMILE)
Seneca Polytechnic, Newnham Campus
1750 Finch Ave E, North York
- Maintaining many students while providing individualized, thorough, friendly, and polite service to ensure student retention.
- Swiftly responding to inquiries that are very important to the mentee.

Projects

- **Step Up Transformer**
I created a step-up transformer for my Engineering Codes and Practices project with the intention of raising voltage levels for particular uses. The project required meticulous planning and material selection to guarantee effectiveness and security. I studied and used electromagnetic principles to maximize the transformer's efficiency. My comprehension of electrical engineering principles has improved because of this practical experience, which also showcased my capacity to translate theoretical knowledge into workable solutions.
- **Wireless Attendance System**
I created a Wireless Attendance System for my Wireless Communication and Microcontrollers project, with a Raspberry Pi serving as the main component. The system improved accessibility and efficiency by enabling real-time attendance tracking through wireless communication. Wireshark was utilized to examine and confirm the data packets sent through wireless means, guaranteeing dependable and safe communication. Through this project, participants gained practical experience with embedded systems, network protocols, and the real-world application of wireless technology.
- **Smart Drink Dispenser**
I created a Smart Drink Dispenser for my Capstone project which is an innovative machine built using an ESP32 as the main CPU, designed to automate the process of making drinks. It features three relays connected to the ESP32, which control water pumps to dispense drinks. Ultrasonic sensors are used to detect the liquid level in the containers, with LEDs indicating the status—green when full and red when empty. The machine includes manual operation buttons, allowing individuals to pour drinks manually, along with an emergency button to halt the operation if needed. An OLED display provides user feedback, while a buzzer sounds during the pouring process. Additionally, the system integrates with the Blynk IoT platform, enabling remote control and customization via mobile devices.