

Saimon Bin Islam

IT SUPPORT TECHNICIAN — Technical Support, System Troubleshooting, Azure

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📍 [Canada](#)

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SKILLS

- **Operating Systems & Virtualization:** Windows, macOS, Linux (Ubuntu, Debian, Kali, Red Hat), Hyper-V.
- **Networking & Security:** TCP/IP, DNS, DHCP, VPN configuration, SSH, VoIP, Layer 1-3 protocols, Nessus.
- **System Administration & Tools:** Active Directory management, Group Policy Objects (GPO), IIS.
- **Cloud & Ticketing:** Microsoft Azure fundamentals, AWS cloud services, DFM, ServiceNow, Zendesk, Jira.

WORK EXPERIENCE

Technical Advisor

March 2024 – May 2025

Sherweb

Canada

- Managed over 100 service tickets monthly with thorough ownership, achieving a 98% user satisfaction rating from 500+ customers. Assessed reducing user complaints by 25% and increased service usage by 20%.
- Monitored Azure Monitor, Service Health, and Log Analytics daily across 15+ critical systems to identify and escalate 10+ critical security incidents. Enhanced system security by implementing Role-Based Access policies.
- Analyzed network traffic using Wireshark and Fiddler, diagnosing packet loss and TCP re-transmission issues that impacted connectivity for 300+ users. Collaborated with technical teams to improve network stability.
- Delivered consistent high-quality customer support, earning 'Employee of the Month' three times among a team of 25. Conducted a 96% CSAT score over three months by combining technical expertise 1,200 interactions.

System Administrator

January 2022 – June 2023

ClusterVillage

Canada

- Administered Active Directory for over 150 users by creating and managing 300+ user accounts. Reimaged more than 100 laptops and desktops, enhancing asset management accuracy and reducing deployment time by 30%.
- Influenced enterprise security by assisting in vulnerability assessments on the 'Mini Inventory' application alongside security engineers, performing 50+ tests. Ensured 100% compliance with security policies through testing.
- Installed virtualization platforms and webserver(Wamp Server, IBM Server, Tomcat server, IIS) web console (ESXi, vSphere) to support business-critical applications for 250+ users. Optimized server performance by 10%.
- Enforced Conditional Access Policies and deployed MFA across all endpoints and cloud applications, reducing unauthorized access incidents by 40%. Configured Azure AD policies compliance settings for identity protection.

Technical Support Representative

February 2021 – August 2021

Greenland Group

Bangladesh

- Delivered multi-channel technical support via chat, email, and phone, leveraging ITIL best practices to manage incident lifecycle and prioritize tickets. Reduced average resolution time by 30% by employing root cause analysis.
- Diagnosed and resolved complex software bugs and network connectivity issues using diagnostic tools. Maintained a customer satisfaction rate exceeding 90% by delivering first-contact resolutions and transparent communication.
- Generated detailed technical reports using Microsoft 365 (Word, Excel, SharePoint) to document incident trends, system performance metrics by 70%. Facilitated cross-functional collaboration by presenting actionable insights.
- Authored and standardized over 20 technical documents including knowledge base articles, system configuration guides, and troubleshooting SOPs. Improved team efficiency by 25% through documentation and shared learning.

PROJECT EXPERIENCE

System Administrator

Attack on Target Web Application

- Conducted thorough vulnerability analysis on the "mini-inventory-and-sales-management-system" by 70% in all.
- Launched dictionary attacks by customized password lists through Burp, achieving unauthorized access by 80%.

EDUCATION

Masters in Information System Security

Concordia University, Canada

September 2021 – November 2023

BSc in Electrical and Computer Engineering

Islamic University of Technology, Bangladesh

January 2016 – January 2020

CERTIFICATIONS

Microsoft Azure Fundamentals AZ-900 by Microsoft

ITIL V4 Foundation, Certified in IT service management

Fortinet Network Security Expert 1 certification

Windows 10 certificate for IT Support: Troubleshooting Basics by LinkedIn

Windows Server Administrator Certificate by Udemy

Technical Support Training Certificate by IBM