

SIHABUL HASAN

TECHNICAL SUPPORT ENGINEER

PERSONAL PROFILE

As a customer support professional with two years of experience in the web hosting industry, I have developed strong communication and problem-solving skills. My experience troubleshooting technical issues, resolving customer complaints, and providing pre-sales support has given me a broad understanding of customer needs. As a team player with a positive attitude, I am always looking for ways to improve processes and exceed customer expectations.

WORK EXPERIENCE

Technical Support Engineer

IT Nut Hosting | Dec 2020 - present

- Manage all the Linux servers as an Assistant Server Admin
- Find out and solve critical issues related to the website, control panel, and server.

EDUCATIONAL HISTORY

Secondary School Certificate

Institution: Shihali High School, Bogura

Group: Science

GPA: 5.00

Examination Year: 2019

Higher Secondary School Certificate

Institution: Govt. Shah Sultan College, Bogura

Group: Science

GPA: 5.00

Examination Year: 2021

Bachelor of Science

Institution: Govt. Azizul Haque College, Bogura

Subject: Physics

Year: 1st

Academic Session: 2021-22



CONTACT ME AT



+8801706843005



sihabulhasan27@gmail.com



www.sihabul.com



Brindabon Para, Bogura,
Bangladesh

SKILLS SUMMARY

- Manage Support Team as a Team Leader
- Manage Domain and Hosting
- Manage Linux Servers
- Fix WordPress Errors
- DNS Management
- Experience on WHMCS
- Experience on WHM/cPanel
- Experience on Webuzo Control panel
- Install and configure other Control Panels on Linux Server.
- Training to junior Support Agent and User

CERTIFICATIONS

- cPanel & WHM Sales Professional (CPSP)
- cPanel Professional Certification (CPP)