

Rabbi Hasan Sagar

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Professional Summary

- An Electrical & Computer Engineer with excellent problem solving-skills and critical thinking capability developed through 2+ years of experience. Ready to take up any challenging role as an IT support technician to enhance and acquire new skills and knowledge that will ensure sustainable career.

Experience

Technical Support Agent, Vosker (AUGUST 2021 – PRESENT)

- Provide first level technical support with regard to the installation, operation and maintenance of products and applications as well as answer other types of inbound customer queries.
- Build and maintain positive customer relations by offering personalized solutions and ensure requests are handled appropriately by coordinating with various functions within the company. Schedule service calls and follow up with customers/clients.
- Ensure high-quality customer service through troubleshooting technical issues.
- Broke down and evaluated user problems using test scripts, personal expertise and probing questions.

AC IOS Technical Support Specialist, TELEPERFORMANCE (JUNE 2021 – AUGUST 2021)

- Analyze and troubleshoot technical issues with IOS, iPadOS, WatchOS and MacOS
- Stay up to date with best practices and technological changes within the industry.
- Improved customer satisfaction scores through application of superior conflict resolution and problem-solving skills.
- Broke down and evaluated user problems using test scripts, personal expertise and probing questions.
- Troubleshoot and resolve technical issues using established diagnostics tools and procedures.
- Explain technical information in clear terms to non-technical individuals to promote better understanding.
- Responsible for accurate data input using prescribed applications.

Customer Service Representative (Credit Operations), AFFINITY GLOBAL (JULY 2019 – APRIL 2021)

- Providing professional customer service support for Rogers/Fido Wireless, Cable and Home Phone customers.
- Talking to customers over the phone to bring resolution to unpaid accounts and answer their questions.
- Obtaining and providing information requiring explanation and clarification.
- Reviewed and validated information provided by the clients, and updated customer's accounts.
- Performed various administrative duties (Filing, Fax, Mail management etc.)

Skills & Abilities

- Excellent interpersonal, verbal and written communication skills
- Excellent problem-solving abilities
- Strong time-management and prioritization skills
- Great analytical thinking and diagnostic abilities.
- Proficient at technical writing
- Diligent and detail-oriented
- Ability to work independently with little supervision, as well as a lead of a multidisciplinary project team.

LEADERSHIP

- Elected to Vice President for Bangladeshi Graduate Student Association in 2018

Education

MASTER OF ENGINEERING IN ELECTRICAL AND COMPUTER ENGINEERING | 2021 | CONCORDIA UNIVERSITY, MONTREAL

- Major: Telecommunications
- Minor: Solid State Devices
- Related coursework: Telecommunication Networks, Higher Layer Telecommunication Protocols, Fiber Optics, Solid State Devices, Electromagnetic Compatibility, Biological Signal Processing.

BACHELOR OF SCIENCE IN ELECTRICAL AND ELECTRONICS ENGINEERING | 2017 | AMERICAN INTERNATIONAL UNIVERSITY-BANGLADESH, DHAKA

- Related coursework: Digital Electronics, Signal Processing, Microprocessors, Electrical Machines, Control Systems, Engineering Management, Industrial Electronics.

Interests

- Technology
- Travel
- Gardening
- Football