SANJANA FARIAL OISHEE

TECHNICAL SUPPORT ANALYST | IT SUPPORT | APPLICATION AND NETWORK SUPPORT

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PROFESSIONAL SUMMARY

Technical support professional with 4+ years across application and production support, network operations, software engineering, and regulated customer service. Experienced troubleshooting Windows and Linux systems, Microsoft 365, web and ERP applications, VPN and TCP/IP connectivity, user access, and service-impacting incidents. RHCSA-certified with a Master of Engineering in Information Systems Security, strong documentation and escalation practices, and a calm, user-focused communication style.

TECHNICAL SUPPORT SKILLS

Service Desk and User Support: Jira Service Management / Jira Service Desk, incident and request intake, prioritization, ticket notes, SLA awareness, knowledge-base research, Level 2 escalation, remote support, phone/email/Teams support, active listening and de-escalation

Microsoft and Endpoints: Windows 10/11, Windows Server, Microsoft 365, Outlook, Teams, OneDrive, SharePoint (basic), advanced Excel features, Microsoft Copilot, RDP, software installation, user accounts, password and access support, printers and peripherals

Networks and Infrastructure: LAN/WAN, TCP/IP, DNS, DHCP, VPN, routing, firewall and access-control concepts, Zabbix, Cisco Packet Tracer, Wireshark, Nmap, infrastructure monitoring and reporting

Applications Data and Cloud: Linux (Red Hat/Ubuntu), Odoo ERP, Django, REST APIs, PostgreSQL, MySQL, SQL, Postman, GitLab, GitHub, CI/CD, VirtualBox, Azure VMs, Network Security Groups, Log Analytics

Automation and Security: Python, PowerShell, Bash, Active Directory (lab), RBAC, log analysis, secure data handling, backup and recovery support, incident escalation

PROFESSIONAL EXPERIENCE

Financial Care Recovery Representative | Alorica | Montreal, QC **Jul 2025 - May 2026**

- Resolved high-volume account and transaction issues for a U.S. banking client by verifying identities, investigating discrepancies, explaining next steps, and maintaining accurate case records.
- Balanced technical problem-solving with customer care through structured questioning, active listening, expectation setting, follow-up, and calm communication during sensitive recovery and exception workflows, contributing to a 15% improvement in client satisfaction.
- Triaged anomalies and escalated suspected fraud, privacy, security, and policy exceptions according to documented procedures in a regulated, PCI DSS-aligned environment.

Telefundraiser | Fundraising Direct | Montreal, QC **Jan 2024 - Apr 2024**

- Managed high-volume phone interactions with donors, built rapport through active listening, handled objections professionally, and adapted explanations to individual needs while maintaining accurate interaction records.

Software Engineer - Application and Production Support | Mir Info Systems Ltd. | Dhaka, Bangladesh **Jan 2021 - Aug 2023**

- Provided application support for Odoo ERP, Django web applications, REST APIs, and PostgreSQL workflows; clarified symptoms and business impact, reproduced issues, collected logs and diagnostics, documented actions, and escalated with complete evidence when needed.
- Investigated production incidents through application, web-server, and database logs; performed root-cause analysis and implemented durable fixes that improved stability and reduced recurring defects.
- Supported installation, configuration, and routine administration of production web services; monitored deployments, availability, and performance across development, test, and production environments.
- Assisted with scheduled application and database backups, recovery checks, and incident restoration activities, supplemented by project- and lab-based disaster-recovery practice.
- Supported user roles, permissions, ERP workflows, API integrations, GitLab releases, CI/CD pipelines, Postman testing, and secure deployments while automating recurring tasks with Python.
- Collaborated with international engineering teams and delivered product walkthroughs and live webinars, translating technical system behaviour for users and stakeholders and contributing to 30% business growth.

IT Delivery Support Executive - Network Operations | Banglalink | Dhaka, Bangladesh **Jul 2019 - Jul 2020**

- Monitored enterprise networks and systems with Zabbix; triaged alerts, collected diagnostics, maintained incident records, and escalated complex issues, improving response workflow efficiency by 20%.
- Configured and troubleshot VPN tunnels, TCP/IP connectivity, routing, and secure remote access, helping maintain 99% service uptime across infrastructure and value-added services.
- Supported firewall and infrastructure management by validating connectivity, access requirements, configuration changes, and service health with network and infrastructure teams.

- Isolated network and service faults, coordinated follow-up across technical teams, and tracked service-impacting incidents, dependencies, and operational risks through resolution.
- Created clear incident notes, weekly status reports, setup guidance, and troubleshooting documentation summarizing technical findings, bottlenecks, risks, progress, and required management actions.
- Supported a distributed-database business solution that reduced operational latency by 50% and built Python/Django tools to automate infrastructure tracking and operational reporting.

Intern - Infrastructure and Service Management | Banglalink | Dhaka, Bangladesh **May 2019 - Aug 2019**

- Developed a Python/Django and MySQL application to maintain nationwide networking-site information and streamline infrastructure data workflows for the support department.

TECHNICAL PROJECTS

Enterprise IT Support and Security Homelab - ProjectX | *Active Directory, Windows 11, Ubuntu, VirtualBox, Wazuh*

- Built a multi-system enterprise lab and practised user administration, password resets, endpoint and network troubleshooting, centralized logging, evidence collection, escalation, and technical documentation.
- Configured Windows and Linux endpoints, users, groups, permissions, network services, and monitoring to practise repeatable diagnosis across an enterprise-style environment.

Azure Windows Support and Monitoring Lab | *Azure, Windows Server, RDP, NSGs, Log Analytics, Microsoft Sentinel*

- Deployed and troubleshot a Windows Server VM, remote access, sign-in event collection, log ingestion, Network Security Groups, cost controls, and repeatable Azure resource cleanup.
- Validated connectivity and telemetry after changes, investigated failed sign-ins, and documented setup and troubleshooting steps for repeatable support use.

Network Configuration and Troubleshooting Practice | *Cisco Packet Tracer, TCP/IP, routing, access controls*

- Modelled LAN topologies, configured network devices and routing, tested connectivity, diagnosed communication failures, and practised firewall and network access-control concepts.

ERP System Development and Application Support | *Odoo, Python, PostgreSQL, REST APIs*

- Developed and supported ERP modules, integrations, self-service workflows, and business processes; diagnosed data and application issues and documented resolutions for users and stakeholders.

BYLCx eLearning Platform and User Enablement | *Python, Odoo, PostgreSQL, RBAC, JavaScript*

- Built and supported user, content, course, analytics, and communication workflows for a scalable learning platform, with role-based access and secure backend administration.
- Worked with international stakeholders to clarify requirements, demonstrate features, explain system behaviour, and turn user feedback into technical improvements.

Microsoft 365 Productivity and Technical Reporting | *Excel, Microsoft Copilot, Teams, OneDrive, SharePoint*

- Applied advanced Excel features to organize operational data, track work, and prepare clear reports; used Microsoft Copilot to accelerate drafts and summaries while reviewing outputs for accuracy.
- Used Microsoft 365 collaboration tools to communicate updates, organize working files, and support clear, accessible technical documentation and knowledge sharing.

Container and Application Diagnostic Practice | *Docker, Linux, Trivy, Grype, Snyk, application logs*

- Scanned container images with multiple tools, compared findings, identified likely causes, prioritized corrective actions, and documented clear hardening recommendations.
- Reviewed container and application logs after controlled failures and attacks to practise evidence-based diagnosis, issue isolation, and follow-through on remediation tasks.

EDUCATION AND CREDENTIALS

Master of Engineering: Information Systems Security | Concordia University, Montreal, QC | 2025

Bachelor of Science: Computer Science and Engineering | Ahsanullah University of Science and Technology, Dhaka | 2019

Credentials: Red Hat Certified System Administrator (RHCSA) | CompTIA Security+ exam preparation in progress

ADDITIONAL QUALIFICATIONS

Languages: English | French (CEFR B1)

Leadership: Director, Graduate Student Association, Concordia University

Published Research: "An Improved Method for Facial Expression Recognition Based on Extended Local Binary Pattern and Differential Features," IEEE ICCIT, 2019

Professional Development: HackCTF Cybersecurity Hackathon participant, 2024-2025