

Applied For: **Virtual Assistant, Sylhet Office (All Types)**

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Arifor Rahman Bhuiyan

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Career Objective:

A challenging & simulating job and responsible position in an organization where diligence, honesty and intelligent are the criteria of achieving the highest position.

Career Summary:

N/A

Special Qualification:

Vendor Course: CCNA (Part-3) , LINUX . IELTS Score 5.5

Employment History:

Total Year of Experience : 3.4 Year(s)

1. Executive, Customer Support (December 1, 2014 - Continuing)

Systems Solutions & Development Technologies Ltd.

Company Location : Highway Homes (2nd floor), KA 32/6 Shahajadpur, Pragati Shrani, Gulshan, 2, Dhaka-1212

Duties/Responsibilities:

1. Attend inbound calls and respond to customer's mail.
2. Ensure quality & timely delivery and change management to satisfy the customer requirement.
3. Communicate with potential customers (mail, outbound call).
4. Forwarding ticket to designated team.
5. Generate reports and circulate to superior and take action if required
6. Provide first level support over phone to resolve client's problem.

2. System Engineer. (August 28, 2013 - December 5, 2013)

Star Link.

Company Location : Dhaka.

Department: Supervisor.

Duties/Responsibilities:

Provide technical support with team in the project site.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas. Year	Duration	Achievement
B.Sc in Electronics & Telecommunication Engineering (ETE).	Telecommunication	Daffodil International University	CGPA:3.67 out of 4	2013	4 years.	Passed.
HSC	Science.	Comilla Victoria Govt. College[Comilla].	CGPA:4.7 out of 5	2008	2 years.	Passed.
SSC	Science.	Comilla Zilla School [Comilla].	CGPA:5 out of 5	2006	2 years.	Passed.

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Banglalink 3G Project.	GSM Technology.	HUAWEI.	Bangladesh.	Dhaka.	2013	3 Days.
Banglalink 3G Project.	RF Technology.	HUAWEI.	Bangladesh.	Dhaka.	2013	3 Days.

Career and Application Information:

Looking For : Entry Level Job
Available For : Full Time
Present Salary : Tk. 18000
Expected Salary : Tk. 20,000
Preferred Job Category : Bank/Non-Bank Fin. Institution, IT/Telecommunication
Preferred District : Anywhere in Bangladesh.
Preferred Organization Types : Banks, Telecommunication, IT Enabled Service, BPO/ Data Entry Firm, ISP, Govt./ Semi Govt./ Autonomous body, Multinational Companies, Buying House, CNG, Group of Companies, Call Center, Satellite TV

Specialization:

Fields of Specialization	Description
<ul style="list-style-type: none">• Cisco• LAN/WAN• Linux• MS Access• MS Word/Excel/PowerPoint/OneNote• Switches/Routers• Wireless	Operating System: Windows-Xp, Windows- 7 Office Management: MS-Word, Excel, PowerPoint, Internet Browsing, Computer Networking. Software Competency: MATLAB, Packet Tracer, Vendor Course: CCNA (Part-3) , LINUX .

Extra Curricular Activities:

Participation in various group works, Music, Traveling, Literature, Reading.

Language Proficiency:

Language	Reading	Writing	Speaking
Bangla.	High	High	High
English.	High	High	High

Personal Details :

Father's Name : A.K.M Omar Faruque Bhuiyan.
Mother's Name : Perven Mostary.
Date of Birth : June 2, 1991
Gender : Male
Marital Status : Unmarried
Nationality : Bangladeshi
Religion : Islam (Sunni).
Permanent Address : Village: Kachiatoly. P/O: Moynamoti. P/S: Comilla Sadar. District: Comilla.
Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Dr. A.K.M Fazlul Haque.	Md. Nadir Bin Ali
Organization	: Daffodil International University, Dhaka.	Daffodil International University.
Designation	: Associate Professor Department of ETE.	Deputy Director LMC, CISCO Local Academy Informati
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Relation	: Academic	Academic