

Last Updated : **September 1, 2016**

## **MD. ALMANSUR SIDDIQUI**

Address: Dhanmondi, Dhaka.

Mobile : 01917839751

email:almansursiddiqui@gmail.com, jamu\_sust@yahoo.com



### **Career Objective:**

To pursue a challenging career at top-level management and utilize my skills and experiences to make extensive contribution to company's long-term goal.

### **Special Qualification:**

- >Newsy
- >Motivating people
- >Leadership capacity and responsibility taking attitude.
- >Good in communication
- >Analytical and logical reasoning ability
- >Elegant presentation ability
- > Good in team work
- >Energetic

### **Employment History:**

**Total Year of Experience : 1.5 Year(s)**

#### **1. Technical Support Engineer ( March 15, 2014 - September 30, 2015)**

##### **BTS SOFTWARE TECHNOLOGIES LTD**

Company Location : Raz Plaza(2nd flore), Rekabibazar, Sylhet 3100, Bangladesh

Department: Technical Support

##### **Duties/Responsibilities:**

1. Providing customer support and where appropriate testing the products.
2. Complex Problem Solving - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
3. IP telephony system troubleshooting and VOIP products.
4. Taking phone calls, taking Skype / Yahoo messages and then enter data to the CRM and accordingly updating task manager and authentic information.
5. Maintaining good customer relations, communicating with clients and providing relevant consultation.
6. Communicating with clients for issuing demo.
7. Providing shifts report and escalating issues where needed.

### **Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
MSc.	Chemistry	Shahjalal University of Science & Technology	Appeared	2014	1	Pending
BSc	Chemistry	Shahjalal University of Science & Technology	CGPA:2.6 out of 4	2013	4 Years	Graduation
HSC	Science	Shahid Syed Nazrul Islam College, Mymensing	CGPA:3.8 out of 5	2007	2 Years	Higher Secondary Certificate
SSC	Science	Jahangirpur T Amin Pilot High School	CGPA:4.56 out of 5	2005	5 years	Secondary School Certificate

### **Training Summary:**

Training Title	Topic	Institute	Country	Location	Year	Duration
Chemical Analysis and Quality Control	Chemical Analysis and Quality Control	Training Institute For Chemical Industries	Bangladesh	Polsh, Norsingdi, Bangladesh	2015	4 weeks
Industrial Training	Quality control of water treatment	Fenchuganj Combined Cycle Power Station, BPDB, Fenchuganj, Sylhet.	Bangladesh	Fenchuganj, Sylhet.	2013	1 Month

### **Career and Application Information:**

Looking For : Entry Level Job  
 Available For : Full Time  
 Expected Salary : Tk. 25,000  
 Preferred Job Category : General Management/Admin, IT/Telecommunication  
 Preferred District : Chattogram, Dhaka, Habiganj, kishoreganj, MoulaviBazar, Mymensingh, Netrokona, Sunamganj, Sylhet  
 Preferred Country : Italy, United Kingdom, United States, Canada, France, Switzerland  
 Preferred Organization Types : Banks, Telecommunication, College, Software Company, IT Enabled Service, Computer Hardware/Network Companies, Public Relation Companies, Consulting Firms, Group of Companies, Chemical Industries

### **Specialization:**

Fields of Specialization	Description
<ul style="list-style-type: none"> <li>• Admin</li> <li>• Administrative/ Executive</li> <li>• CHEMIST</li> <li>• Quality Control/ Inspect</li> <li>• Advertising &amp; Promotion</li> <li>• MS Word/ Excel/ PowerPoint/ OneNote</li> <li>• IT Support Service</li> <li>• Telecommunication Products &amp; Services</li> <li>• IT &amp; Software Marketing</li> <li>• Customer Support/ Client Service</li> </ul>	>>Complex Problem Solving - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions. >> IP telephony system troubleshooting and VOIP products. >>Experienced in maintaining good customer relations, communicating with clients and providing relevant consultation. >> Worked as Administrative Support, Content writer in Global online work platforms(Odesk, Freelancer, Elance) >>Trained in Quality control of water treatment at Fenchuganj Combined Cycle Power Station, BPDB, Fenchuganj, Sylhet.

### **Extra Curricular Activities:**

• Active member of the musical club Nongor at the university  
 • Member of the sporting club `SCS` at the university.  
 • Team member of the soccer team

### **Language Proficiency:**

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	High	High
Hindi	Low	Low	Medium

### **Personal Details :**

Father"s Name : MD. Siddiqur Rahman  
 Mother"s Name : Sheikh Dilara Begum  
 Date of Birth : April 26, 1990  
 Gender : Male  
 Marital Status : Married  
 Nationality : Bangladeshi  
 Religion : Islam  
 Permanent Address : Jahangirpur, Madan, Netrokona.  
 Current Location : Sylhet

### **Reference (s):**

	<b><u>Reference: 01</u></b>	<b><u>Reference: 02</u></b>
Name	: Dr. Mohammad Abul Hasnat	Md. Jakir Mia
Organization	: Department of Chemistry,SUST	BTS SOFTWARE TECHNOLOGIES LTD
Designation	: Associate Proffesor	Assistant Manager
Address	: Shajalal University of Science and Technology	Department: Technical Support Raz Plaza(2nd flore), Rekabibazar, Sylhet 3100, Bangladesh
Phone (Off.)	: 0821-716123	
Phone (Res.)	:	
Mobile	:	01717021187
EMail	: mahatazim@yahoo.com	
Relation	: Academic	Professional