

Last Updated : **May 28, 2014**

MD. ABU BAKAR SIDDIQUI

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Career Objective:

To serve in responsible administrative position at a well-structured organization and successfully apply acquired managerial and interpersonal skills to enhance organizational efficiencies.

Career Summary:

In my career I have a desire to work for an organization/company that has reputation for excellence. I would like to have a position that will use my education and help me with new ideas, to work with and through people.

Special Qualification:

CCNA 1- Networking Basics, In the year of 2007, Bangladesh University of Engineering and Technology. IELTS-5.5 ,In the year of 2006.

Employment History:

Total Year of Experience : 12.3 Year(s)

1. Junior officer (March 10, 2011 - Continuing)

National Credit and Commerce Bank Ltd

Company Location : Dominion Plaza (1st Floor), 5 Jubilee Road, Chittagong,
Bangladesh

Department: Advance

Duties/Responsibilities:

Opening accounts, maintenance, attend customer queries and provide trader related support services , Monitoring of customers portfolio and recovery from under margined clients, â€¢ Maintain regular communication with under margined clients

2. Recovery Officer (April 1, 2009 - September 30, 2010)

Nitol Motors Ltd

Company Location : Bil Shimla, Greater Road, Rajshahi

Department: Credit Department

Duties/Responsibilities:

Monitoring of customers portfolio and recovery from under margined clients, visit the Debtors establishment & prevail upon them from time to time to clear their outstanding dues.

To issue letters/reminders to the debtors & preserve the same for future reference.

to maintain & supervise collection of client's payments and all recovery related activities independently,

Take care of credit vehicles & operators by activities & advices,

Always keep in touch with the client & look after the vehicles condition on regular basis,

Find out the reason f the problem & give them suggestion how to repayment properly.

3. Support Engineer (January 10, 2008 - March 16, 2009)**IS Pros Ltd**

Company Location : Dhaka

Department: Technical

Duties/Responsibilities:

To provide highest quality of service to the customers over the phone

To keep abreast with the latest information w.r.t the products, policies and procedures of the company in order to handle customer queries and complaints effectively and efficiently

Provide professional customer service over phone

Build customer's interest in the services and products offered by the company

Achieve daily quantitative as well as qualitative targets and service levels related to

Inbound or Outbound calls

4. Office Excutive (November 10, 2004 - June 16, 2006)**Setu Enterprise Ltd**

Company Location : Agrabad Commercial Area, Chittagong

Department: Operation

Duties/Responsibilities:

Provide investigation, diagnosis, resolution and recovery for hardware/software problems. When unable to resolve, escalate to second or third level in accordance with Help Desk escalation processes.

Maintain overall ownership of user's issue & service ensuring that they receive resolution within a reasonable timeframe.

Provide initial assessment of urgency and business impact on all support calls.

Manage service requests, software installations, new computer setups, upgrades, etc.

Record incident resolutions in the Help Desk tool.

Provide enhancement request feedback to IT regarding technology environment and customer needs through the defined processes.

Support the following technologies: Microsoft Office 2007 products Outlook, Word, Excel, Access, Internet Explorer, Windows XP, desktops, laptops, printers, networked copiers, NIC's, basic LAN/WAN connectivity and others as assigned.

Monitor daily backups.

Ability to work independently and in a team environment.

Ability to communicate well with internal and external contacts.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
MBA	Accounting & Information System	Rajshahi University	CGPA:3.59 out of 4	2010	2 years
B.Sc in Computer Science	Computer Science	T. JOHN COLLEGE, Bangalore University, India. [Foreign Institute]	Second Class, Marks :56%	2004	Three Years
Post Graduation Diploma in ICT	Computer and Information Technology	Computer and Information Technology Institute, Jahangirnagar University	CGPA:3.06 out of 4	2007	One Year
HSC	Science	Govt. City College Chittagong	Second Division, Marks :52%	2000	2 Years
SSC	Science	Eastern Refinarry Model High School, Chittagong	First Division, Marks :70%	1998	2 Years

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
CCNA 1	Networking Basics	Bangladesh University of Engineering and Technology	Bangladesh	Dhaka	2008	6 months

Professional Qualification:

Certification	Institute	Location	From	To
Internship of MBA(Evening)	Janata Bank Ltd. Rajshahi Corporate Branch, Rajshahi	Rajshahi	October 3, 2010	June 5, 2011
National ICT Internship Programme	Akij Online Ltd	Dhaka	August 6, 2007	October 10, 2007

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Present Salary : Tk. 25000
 Expected Salary : Tk. 16,000
 Preferred Job Category : Accounting/Finance, Bank/Non-Bank Fin. Institution, Chef/Cook
 Preferred District : Anywhere in Bangladesh.
 Preferred Organization Types : Banks, Investment/Merchant Banking, Computer Hardware/Network Companies, Shipping, Logistic/Courier/Air Express Companies, Multinational Companies, Garments, Buying House, Airline, Real Estate, Group of Companies, Share Brokerage/ Securities House

Specialization:

Fields of Specialization
<ul style="list-style-type: none"> • LAN/ WAN • MS Access • MS Word/ Excel/ PowerPoint/ OneNote • Accounts • Credit • cash management • Deposit • Personal Banking • SME

Language Proficiency:

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

Personal Details :

Father"s Name : Md. Jainal Abedin
 Mother"s Name : Shahanur Begum
 Date of Birth : March 8, 1982
 Gender : Male
 Marital Status : Unmarried
 Nationality : Bangladeshi
 Religion : Islam
 Permanent Address : Muslimabad, North Patenga, P.O & P.S: Patenga, Chittagong
 Current Location : Chattogram

Reference (s):

	Reference: 01	Reference: 02
Name	: Belal Uddin Akkas	Dr. Mohammad Main Uddin
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Relation	: Relative	Academic