

Last Updated : **October 11, 2017**

## **MUHAMMAD AHSAN HABIB**

Address: 17/1 Dilu Road, Moghbazar, Ramna, Dhaka-1217.  
Home Phone: 01712866737  
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email:ahsanh290@gmail.com



### **Career Objective:**

I have completed my Bachelor of Computer Science & Engineering (CSE) from Stamford University Bangladesh. I want to prove myself as a quick learner and highly energetic person to face any challenge.

### **Special Qualification:**

Computer Hardware, Website Design and Computer Networking.

### **Employment History:**

**Total Year of Experience : 5.3 Year(s)**

1. **Call Center Executive ( May 15, 2017 - Continuing)**

**Shohoz Limited**

Company Location : House-4,Road-84, Gulshan-2,Dhaka-1212.

Department: Call Center

**Duties/Responsibilities:**

- #Maintain Both inbound and outbound call.
- #Sale Ticket over the phone.
- #Mailing communication with customer.
- #Verify customer payment through bkash and online credit or debit card payment.
- #Refund related communication over the phone with customer.

2. **Executive-Customer service ( November 22, 2014 - June 10, 2017)**

**Augere Wireless Broadband Bangladesh Limited(QUBEE)**

Company Location : Alauddin Tower,Road-113/A, Plot-17, Gulshan-2.

Department: Customer service

**Duties/Responsibilities:**

- #Setup PC/Laptops (Hardware & Software) ,Support & Troubleshoot
- #Smartphone ,Tab support, Laptop troubleshoot
- #Software Maintain with different module.
- #Hardware Engineering & router troubleshooting
- #Network Trouble shooting
- #To Provide Face to face customer service .

3. **IT Officer. ( November 1, 2013 - December 1, 2014)**

Fields of Specialization	Description
• Cisco	(Beginner level )
• Switches/ Routers	(Beginner level )
• CSS	(Beginner level )
• HTML/ DHTML	(Beginner level )
• MySQL	(Beginner level )
• PHP	(Beginner level )
• CodeIgniter	(Beginner level )

### **Extra Curricular Activities:**

Computer Hardware and Network.

### **Language Proficiency:**

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

### **Personal Details :**

Father"s Name : Md. Alauddin  
Mother"s Name : Sultana Razia  
Date of Birth : November 27, 1989  
Gender : Male  
Marital Status : Single  
Nationality : Bangladeshi  
Religion : Islam  
Permanent Address : Village: Somotkur, Post: Bhaighat, Upazila: Dhanbari, District: Tangail.  
Current Location : Dhaka

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

	<b><u>Reference: 01</u></b>	<b><u>Reference: 02</u></b>
Name	: Tofayel Ahmed	Md. Zahid Hossain Khan
Organization	: Shohoz Limited	Shohoz Limited
Designation	: Manager, Operation	Assistant Manager, (QA) Call Center.
Address	: House-4,Road-84, Gulshan-2,Dhaka-1212.	House-4,Road-84, Gulshan-2,Dhaka-1212.
Phone (Off.)	:	
Phone (Res.)	:	
Mobile	: 01976672302	01976761177
EMail	: tofayel.ahmed@shohoz.com	zahid.khan@shohoz.com
Relation	: Professional	Professional

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