Last Updated: October 11, 2017

MUHAMMAD AHSAN HABIB

Address: 17/1 Dilu Road, Moghbazar, Ramna, Dhaka-1217.

Home Phone: 01712866737 Mobile: 01682516990 email:ahsanh290@gmail.com

Career Objective:

I have completed my Bachelor of Computer Science & Engineering (CSE) from â∏Stamford University Bangladeshâ∏. 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. <u>Call Center Executive (May 15, 2017 - Continuing)</u>

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. <u>IT Officer.</u> (November 1, 2013 - December 1, 2014)



Pyramid Properties Limited

Company Location: House-415, Floor-1st, Road-30, New DOHS Mohakhali, Dhaka.

Department: IT Department. Duties/Responsibilities:

#Setup PC/Laptops (Hardware & Software) ,Support & Troubleshoot

#Mail Communication with Client.

#Hardware Engineering & router troubleshooting

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Bachelor of Computer Science & Engineering	Computer Science & Engineering	Stamford University Bangladesh	CGPA:2.86 out of 4	2014	2009-2014
HSC	Science	Ideal College, Dhanmodi.	CGPA:3.6 out of 5	2008	2006-2008
SSC	Science	Bhaighat High School	CGPA:4.31 out of 5	2006	1996-2006

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
JAPANESE LANGUAGE PROGRAM.	N5 level (Running)	Daffodil Japan IT Limited	Bangladesh	Floor-level 8,House-55-2, West Panthapath, Dhaka.	2017	6 month
Fundamental on Network and System Administration.	CCNA,Red hat Linux,Server Hardware,Windows Server 2008,Troubleshooting (Beginner level)	Desktop Connection Ltd, Dhaka	Bangladesh	146/2A, New Baily Road, Dhaka-1000	2014	24 Class (72 Hour`s)
PHP Programming with Codeigniter Framework	DB Normalization & Query,Advanced PHP Framework,Advanced JavaScript & Ajax,File Upload & Online Payment Method	Bdjobs Tranning Center	Bangladesh	BDBL Building ,12 Karwan Bazar Dhaka-1215	2013	24 Class (72 Hour`s)

Career and Application Information:

Looking For : Mid Level Job Available For : Full Time **Expected Salary** : Tk. 15.000

Preferred Job Category : IT/Telecommunication, Media/Advertisement/Event Mgt.

Preferred District : Anywhere in Bangladesh.

Preferred Organization : Banks, Telecommunication, Software Company, IT Enabled

Service, ISP, Computer Hardware/Network Companies, **Types** Govt./ Semi Govt./ Autonomous body, Textile, Security

Service, Group of Companies, Call Center, Garments

Accessories

Specialization:

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:

: Md. Alauddin Father"s Name Mother"s Name : Sultana Razia Date of Birth : November 27, 1989

Gender : Male Marital Status : Single : Bangladeshi Nationality

Religion : Islam

Village: Somotkur, Post: Bhaighat, Upazila: Dhanbari, District: Permanent Address:

Tangail. : Dhaka **Current Location**

Reference (s):

	Reference: 01	Reference: 02
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,	House-4,Road-84,
	[:] Gulshan-2,Dhaka-1212.	Gulshan-2,Dhaka-1212.
Phone (Off.)	:	
Dhama (Daa)		

Phone (Res.) Mobile : 01976672302

01976761177 **EMail** : to fayel. ahmed @ shohoz. comzahid.khan@shohoz.com

Relation : Professional Professional