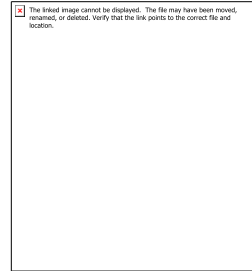


Applied For: IT Executive (BSc/ Dip in CSE)

Last Updated : **September 8, 2018**

NAJMUS SAKIB SIDDIQUEE

Address: Najmus Sakib Siddiquee ,HN: V-5 (4th Floor, Left),Noorjahan Road,
Mohammadpur, Dhaka 1207.
Home Phone: +8801723590081
Mobile : +8801614625687
email:sakib1212@gmail.com



Career Objective:

To create value and recognition on work place by producing the best result for the organization through synchronize and hard work.

Employment History:

Total Year of Experience : 2.3 Year(s)

1. Executive (August 11, 2018 - Continuing)

Digicon Technologies Ltd

Company Location : RAJUK TRADE CENTRE, 4th Floor Nikunja (Uttara), Khilkhet, Dhaka 1229
Department: Training & Development

Duties/Responsibilities:

Take refresher & training of newly launch product or service with client & customer service representative (CSR)

2. Customer Service Specialist (CSS) (April 24, 2017 - August 10, 2018)

Digicon Technologies Ltd

Company Location : RAJUK TRADE CENTRE, 4th Floor Nikunja (Uttara), Khilkhet, Dhaka 1229
Department: Operations

Duties/Responsibilities:

1. Working with specialized team of Grameen Phone.
2. Properly directed inbound multi skill calls in phone queues to improve call flow.
3. Made reasonable procedure exceptions to accommodate unusual customer requests.
4. Provided accurate and appropriate information in response to customer inquiries.
5. Developed effective relationships with all call center departments through clear communication.
6. Worked with upper management to ensure appropriate changes were made to improve customer satisfaction.

3. Customer Service Representative (CSR) (May 25, 2016 - April 23, 2017)

Digicon Technologies Ltd

Company Location : RAJUK TRADE CENTRE, 4th Floor Nikunja (Uttara), Khilkhet, Dhaka 1229
Department: Operations

Duties/Responsibilities:

1. Determines requirements by working with customers.
2. Answers inquiries by clarifying desired information; researching, locating, and providing information.
3. Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
4. Fulfills requests by clarifying desired information; completing transactions; forwarding requests.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Bachelor of Computer Science and Engineering (CSE)	Computer Science & Engineering	State University of Bangladesh	CGPA:3.1 out of 4	2017	4
HSC	Science	Dianjpur Adarsha College	CGPA:2.5 out of 5	2008	2
Secondary School Certificate	Science	Chehel Gazi Shikksha Niketon	CGPA:4.25 out of 5	2006	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
ITES Foundation Skills Training	Business Process Outsourcing , Customer Service	Bangladesh Computer Council	Bangladesh	Dhaka	2016	35 days
C# .NET applied OOP	-C# language basic -OOP concepts -OOP design principles -working with .NET technologies	The Databiz Software Limited	Bangladesh	New DOHS, Mohakhali, Dhaka,Bangladesh	2014	3 months

Career and Application Information:

Looking For	: Mid Level Job
Available For	: Full Time
Present Salary	: Tk. 12500
Expected Salary	: Tk. 14,000
Preferred Job Category	: IT/Telecommunication
Preferred District	: Dhaka
Preferred Organization Types	: Software Company, IT Enabled Service, Computer Hardware/Network Companies, Newspaper/Magazine, Engineering Firms, Call Center

Specialization:

Fields of Specialization
<ul style="list-style-type: none">• Report Writing• MS Word/ Excel/ PowerPoint/ OneNote• HTML/ DHTML• CSS• C/ Turbo C

- Joomla
- Customer Support/ Client Service

Language Proficiency:

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

Personal Details :

Father's Name : Abu Bakar Siddique
 Mother's Name : Umme kulsum
 Date of Birth : May 4, 1991
 Gender : Male
 Marital Status : Married
 Nationality : Bangladeshi
 Religion : Islam
 Permanent Address : Najmus Sakib Siddiquee, C/O: Abu Bakar Siddique, Village :
 Nayanpur(Mission Gate) Post: Dinajpur Sadar Thana: Dinajpur Sadar District:
 Dianjpur.
 Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Zakaria Al Mahmud	Md. Shirajus Shalekin Siddique
Organization	: DUSRA Soft	UL VS Bnagladesh Ltd
Designation	: Web Developer	Consumer Client Service Specialist
Address	: DUSRA Soft 16/24, Block - D Azam Road,Townholl Mohammadpur, Dhaka-1207 Bangladesh.	UL VS Bnagladesh Ltd Natore Tower(7th and 8 th Floor), Plot 32D & 32E,Road 2,Sector 3, Uttara,Dhaka 1230
Phone (Off.)	:	
Phone (Res.)	:	
Mobile	: +8801719225906	+8801719037282
EMail	: mahmud.sg@gmail.com	pallab.salekin@gmail.com
Relation	: Professional	Others