

Last Updated : **October 17, 2018****SHAZZAD MIAH**

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**Career Objective:**

Computer Science and Engineering.

**Career Summary:**

i am Graduate in computer science and engineering.I have 4 years experience in IT support , foreign clients handle , communicate with them via mail,chatting .also I know some digital marketing , social media marketing,SEO, Photoshop, Graphics design ,web design html,css,mysql,Linux , wordpress , WooCommerce,megento ,Networking,Hardware etc .

**Special Qualification:**

Digital marketing ,graphics design,web design and development , E-commerce site development .seo,

**Employment History:**

**Total Year of Experience : 4.1 Year(s)**

**1. Senior Eecutive (software serviece)(NOC) ( October 1, 2014 - Continuing)****Reve systems**

Company Location : Middle badda,facilities tower.

Department: software support

**Duties/Responsibilities:**

Communicate with foreign client over mail Skypee, Online support to customer/ Vendor through Email/ Messenger/ Phone.

Handling the trouble ticket system.Trouble-shooting customers and vendors real-time issue.Keep close contact with network team for update. Route testing and vendor selection. solving software switch issue ,Voice issue , maintain mail issue, reporting daily transaction on excel sheet etc.

Handle customers problem,voice problem,network problem,server problem,softswitch installation,sql database ,Linux server ,web design .

**Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
computer science and engineering	Computer Science & Engineering	National University	CGPA:2.91 out of 4	2011	4year	second class
HSC	science	Norshingdi Govt College	CGPA:4 out of 5	2007	2	A
ssc	science	Brahmondi K K M Govt High School	CGPA:5 out of 5	2005	10	A+

**Training Summary:**

Training Title	Topic	Institute	Country	Location	Year	Duration
Hardware and Networking(ccna,windows server,linux server,micotic server)	Hardware and Networking(ccna,windows server,linux server,micotic server)	Bangladesh HI-tech park scholarship at creative IT	Bangladesh	Dhaka	2014	3
web design and development		BUET (iac dept)	Bangladesh	Dhaka	2013	3month
search Engine optimization ,online marketing	seo, sem,online marketing	BIDD	Bangladesh	Dhaka	2012	3month

### **Professional Qualification:**

Certification	Institute	Location	From	To
Intern in Bangladesh computer council at Creative IT	CREATIVE IT	Dhanmondi	February 1, 2014	August 1, 2014

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

Looking For : Entry Level Job  
 Available For : Full Time  
 Expected Salary : Tk. 38,000  
 Preferred Job Category : IT/Telecommunication, Design/Creative  
 Preferred District : Dhaka  
 Preferred Organization : Banks, Telecommunication, Design/Printing/Publishing, Event Management, Software Company, Computer Hardware/Network Companies, Trading or Export/Import, Multinational Companies, Public Relation Companies, Engineering Firms, Real Estate, Call Center  
 Types :

### **Specialization:**

Fields of Specialization	Description
<ul style="list-style-type: none"> <li>HTML/ DHTML</li> <li>Magento</li> <li>MySQL</li> <li>PageMaker</li> <li>PHP</li> <li>Adobe Photoshop/ Illustrator</li> <li>CSS</li> </ul>	web development , php, html, css, my sql , E commerce site development (magento), seo , social media marketing.

### **Extra Curricular Activities:**

singing,song making.

### **Language Proficiency:**

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

### **Personal Details :**

Father"s Name : Abdus Shahid Miah  
Mother"s Name : Delowera Begum  
Date of Birth : March 24, 1989  
Gender : Male  
Marital Status : Single  
Nationality : Bangladeshi  
Religion : Dhaka  
Permanent Address : 32/1, jn shaha road, amligola,lalbag, dhaka 1211  
Current Location : Dhaka

**Reference (s):**

	<b><u>Reference: 01</u></b>	<b><u>Reference: 02</u></b>
Name	: MD.Habibur Rahman (Hiru)	MD.Monir Hosain
Organization	: supreme court	Creative IT
Designation	: Advocate (Supreme court)	Managing Director
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Relation	: Relative	Academic

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