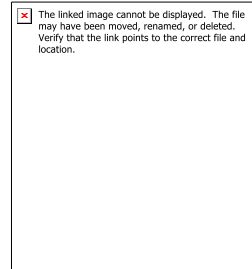


Applied For: **IT Executive (Sylhet)**

Last Updated : **February 19, 2018**

## SYED ISLAM

Address: House#14/B, Kumarpara, Sylhet  
Mobile : 01716882962  
email:sbi01716@gmail.com



### **Career Objective:**

To give effective as well as efficient efforts towards attainment of organizational goals with exploring wide scope of knowledge and intelligence.

### **Employment History:**

**Total Year of Experience : 1.9 Year(s)**

#### **1. Bkash Compliance Officer ( October 1, 2015 - September 30, 2016)**

##### **bKash Limited**

Department: Commercial

##### **Duties/Responsibilities:**

Ensure prescribed KYC quality check, verify and approve KYC at distributor premises, KYC information quality check through random verification, identify fake KYC  
Final approval of KYC acceptance (bar code scan) for final customer wallet activation,  
KYC compliance reporting,  
Execute compliance related direction, initiatives, resolutions for distribution house and its employees  
Guide & ensure proper STR reporting & market compliance,  
Report Non-Compliance Activities to Area Compliance Manager,  
Distribution House logistics, POSM & other resource management,  
Daily Reporting & Business Monitoring including (Distribution house KPI etc.)

#### **2. Samsung Experience Consultant ( June 1, 2014 - December 31, 2014)**

##### **Samsung Mobile Bangladesh**

Department: Customer Service & Marketing

##### **Duties/Responsibilities:**

Achieve sales target and KPIs set.  
Acquire comprehensive product knowledge on all SME products.  
Closing sales and assist in product set up during opening.  
Takes charge of your own disciplinary issues and grooming.  
Ensuring all zones are being covered and the products are displayed in proper manner and all clean.  
Look after the stores cleanliness and participate in making sure stores image is clean and impressive.  
Provide excellent customer service:-  
Approach every shoppers and serve walk-in customers to address their needs.

Recommend and share product benefits to customers.  
 Conduct product demos on product usage to customers.  
 Mobile sale and customer service.

### 3. **Internship ( July 1, 2013 - October 30, 2013)**

#### **Dhaka Bank Ltd.**

Company Location : Sylhet  
 Department: General Banking

#### **Duties/Responsibilities:**

Mange New to Bank accounts and providing proper guidance regarding to procedures and requirements to new/prospective customers. Also responsible to cross sell various products offered by the Bank.

Interact with customers at the branch entrance / inquiring on their purpose of visit and guide them to the relevant desk accordingly for efficient service provision.

Resolve/reply the queries of the customers, maintain the customer complaints log book, continuous follow-ups and re-directing the customer to the concerned department for resolution of their queries to ensure the customer leaves the branch satisfied.

### **Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
MBA	Finance & Banking	Metropolitan University, Sylhet	CGPA:3.36 out of 4	2015	1
BBA	Finance & Banking	Metropolitan University, Sylhet	CGPA:2.51 out of 4	2014	4
Higher Diploma in Computer Science & Engineering	Computer Engineering	National Youth Development Training Center		2017	1
HSC	Humanities	Tajpur Degree Collefe	CGPA:2 out of 5	2007	2
SSC	Humanities	M C N K High School	CGPA:3.13 out of 5	2005	-

### **Training Summary:**

Training Title	Topic	Institute	Country	Location	Year	Duration
Qa Software Testing	SDLC, STLC, TEST PLAN, Test Scenarios, Test Cases, Defect Reports and Test Summary Report, Manual Testing, Automation Testing, Hp ALM/QTP/UFT, Jira, Hp Loadrunner, Unix Basic, SQL	TEP Solution	USA and Bangladesh	Sylhet	2017	Six months
Introduction to Office Application and Unicode Bangla (ICAP)	MS -Word, MS-Excel, MS-Access, MS-PowerPoint, Hardware and	Bangladesh Computer Council	Bangladesh	Sylhet	2015	Three month

	Trouble shooting, Internet.					
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### **Career and Application Information:**

Looking For : Entry Level Job  
 Available For : Full Time  
 Expected Salary : Tk. 15,000  
 Preferred Job Category : Bank/Non-Bank Fin. Institution, IT/Telecommunication  
 Preferred District : Anywhere in Bangladesh.  
 Preferred Country : United States  
 Preferred Organization Types : Banks, Telecommunication, Software Company, IT Enabled Service, Multinational Companies, Overseas Companies, Immigration/Visa Processing, Cellular Phone Operator

### **Specialization:**

Fields of Specialization	Description
<ul style="list-style-type: none"> <li>Administration</li> <li>Administrative/ Executive</li> <li>Financial/ Banking service</li> <li>Customer Support/ Client Service</li> <li>Unix Shell</li> <li>Software Testing</li> <li>Manual and Automation Testing</li> <li>Oracle SQL</li> </ul>	Well acquainted with all phases of SDLC and STLC.

### **Language Proficiency:**

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

### **Personal Details :**

Father's Name : Syed Ruhul Islam  
 Mother's Name : Rezia Islam  
 Date of Birth : October 10, 1988  
 Gender : Male  
 Marital Status : Single  
 Nationality : Bangladeshi  
 Religion : Islam  
 Permanent Address : Village & Post : Usmanpur P.S: Osmaninagar Post code: 3123 Sylhet  
 Current Location : Sylhet

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

	<b><u>Reference: 01</u></b>	<b><u>Reference: 02</u></b>
Name	: Uday Kumar Saha	Ruhel Ahmed

Organization : Bkash Limited  
Designation : Area Compliance Manager  
Address : Sylhet  
Phone (Off.) :  
Phone (Res.) :  
Mobile : 01847066040  
EMail : udoy.saha@bkash.com  
Relation : Professional

Northrop Grumman Corporation  
Software Test Engineer  
Clifton, New Jersey, Usa  
  
+19733439066  
roheli2201@gmail.com  
Professional