

Nasir Ahmed Bhuiyan

Flat#A9, House# Shyamol Chaya,
25 North Bagichagaon (Cumilla Fire Service East Gate),
Cumilla Adarsha Sadar, Cumilla.
nasir3195@gmail.com
+8801686393806



Objective

In an organization, I want to see myself as an employee performing best and growing fast. I would like to learn, to take on additional responsibilities and to contribute as much as I can.

Work Experience

June'20- Continuing

Sr. Executive, Issue Resolution (Refund)

Evaly.com.bd. - Dhanmondi, Dhaka.

Dec'19- May'20

Executive, Issue Resolution (Refund)

Evaly.com.bd. - Dhanmondi, Dhaka.

- Evaluating the authenticity of the refund claim.
- Processing the refund claim in keeping with the terms & conditions of the company.
- Checking various details about the refund claim.
- Archiving and organizing all the data and computerizing the documents.
- Audit data on a regular basis and ensure data integrity.
- Perform data analysis using statistical tools.
- Generate data reports on periodic basis for management and customers.
- Identify and correct data entry errors.
- Record completed data entry forms and requests as needed.
- Present data management updates at internal and customer meetings.
- Preparing account statements for all refund processes.
- Perform research for all complaints and recommend required action for same and assist management to resolve all issues efficiently.

Sep'16-Jul'18

Customer Support Officer (CSO)

Genex Infosys Ltd. - Uttara, Dhaka.

- Provide Technical support to Customer on Samsung product (Like Mobile, Television, Refrigerator, Washing Machine etc.).
- Solve Technical Problem of Mobile & TV using Remote Management System.
- Support Internal Knowledge Portal.
- Computer Maintenance & Technical Support.
- Worked as a Mentor.

Apr'16-Sep'16

Customer Service Representative (CSR)

Digicon Technologies Ltd. - Khilkhet, Dhaka.

- Provide Technical support to Customer on Samsung product (Like Mobile, Television, Refrigerator, Washing Machine etc.).
- Solve Technical Problem of Mobile & TV using Remote Management System.
- Provide solutions and alternatives based on customer needs

Education

2015

Bachelor of Science in Electrical & Electronics Engineering

American International University- Bangladesh (AIUB)

3.60 out of 4.00

Thesis: Detecting Different Hand Gestures Using MATLAB

2010

Higher Secondary School Certificate

Rajuk Uttara Model College, Dhaka

Science (Dhaka Board)

4.50 Out of 5.00.

2008

Secondary School Certificate

Comilla Modern High School, Comilla

Science (Comilla Board)

5.00 Out of 5.00.

Skills

Personal Skills

- Friendly approachable personality with a positive outlook.
- Highly organized and methodical with excellent time management and prioritization.
- Ability to remain calm and focused under pressure and work within strict deadlines.
- Welcome challenges, learn fast and adapt well to new situations and opportunities.
- Ability to lead, motivate and inspire others.
- A committed team player.

Communication Skills

- Well presented with excellent communication, negotiation, and interpersonal skills.
- Ability to interact effectively with people at all levels with patience, tact, and diplomacy.

Computer Skills

- Up-to-date with the latest and new technologies and updates.
- Technical expertise in setup, maintenance, management, customization, modification of Operating systems of desktop/laptop (especially Windows OS) and mobile (especially Android OS), Routing, Networking.
- Operating Systems: Windows, Android.
- Application: Microsoft Office.
- Programming: C and HTML

Interests & Activities

In my additional time, I like to keep myself active and busy. I enjoy surfing the internet and being introduced to new technologies. I like meeting and socializing with friends and working with a team. I keep myself relaxed by listening to music and watching movies and games.

Personal Details

Name	Nasir Ahmed Bhuiyan
Father's Name	Abdul Momen Bhuiyan
Mother's Name	Begum Ayesha
Date of Birth	July 25, 1992
Gender	Male
Marital Status	Married
Blood group	O (+Ve)
Height	5'10"
Nationality	Bangladeshi (By birth)
Religion	Muslim
National ID no.	5511597386
Permanent Address	Vill-Keyatgram, P.O-Susunda, P.S-Muradnagar, Dist.-Comilla, 3540, Bangladesh.

References

- **Nafiz Ahmed Chisty**
Assistant Professor and Special Assistant,
Dept. of EEE, Faculty of Engineering
American Int. University-Bangladesh.
E-mail: chisty@aiub.edu
Cell: +8801610-112559
- **Abdullah Al Masud.**
Call Center Manager, Bangladesh Branch
Samsung India Electronic.
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Declaration: I hereby declare that all the information stated in this resume is true to the best of my knowledge and I authorize the employing authority to verify the information provided in this resume.

Thanks, with regard

Nasir Ahmed Bhuiyan.

(Nasir Ahmed Bhuiyan)

Date