Al Monaim Siam

128,North kafrul,Dhaka Cantonment 1206

01799207449   almonaim99@gmail.com

https://www.linkedin.com/in/almonaim-siam-8445bb218/

https://al-monaim-siam.vercel.app

Career Objective

To build a career through which I can use my skills and strengths to bring a significant contribution to the organization I will work with. Also want expand my practical experience, knowledge, skill and learnings from the people I will work with.

Working Experience

Call Point Business Solutions
Customer Representative Officer
(September 2024 - March 2025)

- Handled a large number of incoming and outgoing calls with professionalism and empathy.
- Built strong relationships with customers and offered personalized solutions to improve satisfaction.
- Resolved inquiries and complaints quickly, achieving prompt first-contact resolution.
- Updated customer information and call details accurately in the CRM for easy follow-up.

Global Study Contacts
Business Development Executive
(June 2025 - November 2025)

- Identified and pursued new business opportunities to increase revenue.
- Built and maintained strong relationships with clients, partners, and important stakeholders.
- Conducted market research to understand trends, competitor actions, and customer needs.
- Worked with different teams to create effective sales strategies and solutions.
- Negotiated contracts and closed deals to meet or exceed sales targets.
- Monitored and analyzed sales performance to help with decision-making

Educational Qualification

Stamford University Bangladesh
Computer science and engineering
(2020-2024)

Technical Skills

- Web Fundamentals: HTML5, CSS3, JavaScript, Responsive Web Design.
- Frontend Development : React.js, NEXT.JS, Bootstarp, Tailwind CSS, Basic Accessibility.
- Backend Development: Node.js, Express.js, RESTful API.
- Networking & OS : Deep understanding of TCP/IP and network protocols.
- Log & Packet Analysis : Experience with Wireshark for network traffic/packet analysis.
- Cloud Security Basics : AWS, Azure.
- Database: MySQL, Mongodb with basic quries and CURD operations.
- Version control & Tools: Git, Github, Vercel, Netlify.
- Deployment and Hosting: Github pages, Vercel, Netlify.
- CMS: WordPress with themes , plugins and WooCommerce basics.
- Additional Knowladge: API integration, JSON, SEO(One page optimization), UI/UX design principles, Web security basics.
- Emerging Technologies: Typescript, AI API integration.
- Hosting Events.
- Team Collaboration.
- Office Management.

Language

- Fluent in English
- Fluent in Bangla