

Al Monaim Siam



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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 (may 2025 - august 2025)

- Delivered great customer service by managing a large number of inbound and outbound calls with professionalism and empathy.
- Built strong relationships with customers to understand their needs and offer tailored solutions, which improved overall customer satisfaction.
- Resolved questions and complaints quickly, ensuring a prompt first-contact resolution to maintain company standards.
- Accurately updated customer information and call details in CRM systems, keeping data accurate and enabling seamless follow-up.

University Project : E-Commerce project CodeShelf Stamford University Bangladesh (2020-2024)

<https://codeshelf-dusky.vercel.app/>

Project Description: CodeShelf online book store is a modern e-commerce platform designed to sell and distribute books to a global audience.

Key Responsibilities :

- Designed and implemented the project using React.js.
- Collaborated with a team of two students to complete the project within the given time frame.
- Developed and optimized algorithms to improve performance and accuracy.
- Presented the project findings and results to the faculty and peers.

Educational Qualification

● Stamford University Bangladesh
Computer science and engineering
(CGPA : 3.20/4.00)
(2020-2024)

● Shaheed Ramiz Uddin Cantonment Collage
Higher secondary certificate
Background : Science
(GPA : 4.58/5.00)
(2017-2019)

Technical Skills

- Proficiency in React.js, JSX, HTML5, CSS3, RESTful API's, Tailwind CSS and JavaScript to build responsive and interactive web interfaces.
- Experience with frontend frameworks such as React, Angular, or Vue.js.
- Knowledge of relational databases (e.g., MySQL).
- Experience with GitHub, GitLab for repository management and collaboration.
- Implementation of secure authentication and authorization mechanisms.
- Strong debugging skills to identify and fix issues efficiently.
- Staying current with new technologies and frameworks.

Language & Interest

- Fluent in English
- Fluent in Bangla
- ✧ Hosting events
- ✧ Social work
- ✧ Games & sports
- ✧ Team Collaboration
- ✧ Office Management