Al Monaim Siam





128, North kafrul, Dhaka Cantonment 1206





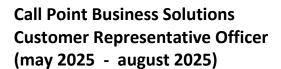


https://www.linkedin.com/in/almonaim-siam-8445bb218/

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



- 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