Md. Ariful Islam

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CAREER OBJECTIVE

I'm enthusiastic, and as a front-end developer, I am interested in working in information science and technology with computer systems. I am a solutions-focused individual who learns effectively and skillfully. I am a practical learner, a skilled learner, and a solution-focused person.

WORKING EXPERIENCE

❖ Former Senior Technical Support Specialist, eShikhon.com

October 2021 to September 2023

- Utilize technical expertise in WordPress site development and troubleshoot complex problems related to design and maintenance.
- Analyze and identify custom plugins and themes for WordPress as required in technical issues, propose creative and effective solutions, and apply fixes to prevent a recurrence.
- Build and customize eCommerce/WooCommerce website and integrate Payment processors like SSLCommerz, bKash, etc.
- Share knowledge, best practices, and techniques to enhance the team's capabilities.
- Contribute to creating and maintaining a comprehensive knowledge base, including FAQs, troubleshooting guides, and technical documentation, to empower customers and colleagues to resolve issues independently.
- Handle and manage escalated support cases, chats, or phone calls, ensuring timely and effective communication with customers and stakeholders.
- Monitor and maintain the quality of customer interactions by reviewing support orders.
- Propose and implement changes to streamline workflows, enhance productivity, and increase customer satisfaction.
- Stay up-to-date with the latest technology and product updates.

Former Head of IT (Support & Maintenance), Tech & Systems

January 2020 to September 2021

- Installing, configuring & maintaining computer (Desktop/Laptop) hardware, software, systems, networks, printers, scanners, and other IT appliances.
- Monitor the performance of local area networks and modify hardware/software for optimal performance.
- Prepare, Install, and Maintenance PC, DVR, and different networking devices config & setup also, provide extensive support to Switch, PC, Laptop, UPS-related Hardware and software issues instantly.
- Prepare the computer with the latest fresh OS and provide LAN connectivity.
- Troubleshoot PC hardware and related input-output devices, motherboard, power supply, and related electronic devices.
- Restricting access to unauthorized sites, downloads, and users.

Former Student Relationship Officer (SRO), ITSORS

August 2018 to December 2019

- Analyze the current website and design in all major UX disciplines information architecture, user interface design, and content strategy across a variety of environments – web applications, websites, and mobile.
- Manages and implements the Create Cover Photos, Company Brochures, Flyer, Leaflet, Banner Designs, Logo Designs, Photo Manipulation, Info-Graphic Designs, etc.
- Following up on new social media platforms, Design Images, or Info-graphics for Facebook Boosting, Google Ads, and E-mail Marketing.
- Create and improve proposals for our existing and new clients.



TECH SKILLS

SOFT SKILLS

- Project management
- UI/UX design
- Programming
- Computer graphics
- Digital marketing
- People management

- Teamwork
- Problem solving
- Communication
 - Adaptability
- Critical thinking
- Time management

AW ARDS & ACHIEVEMENTS

Most Efficient Employee (2 times)

eShikhon.com

❖ Best Performer (5 times)

Tech & Systems

Best Employee of the Months (3 times)

ITSORS

EDUCATIONAL QUALIFICATION

Institution : Manarat International University (Bangladesh)

Education Level : Computer Science and Engineering (CSE), 2022

Status : Running 2nd year

Institution : Mirpur Institute of Science & Technology (Bangladesh)

Education Level : Diploma in Engineering, 2015 - 19

CGPA : 3.05 (from Computer)

Institution : Mirpur Institute of Science & Technology (Bangladesh)

Education Level : Higher Secondary Certificate (HSC), 2017

CGPA : 4.08 (from Commerce)

Institution : Begumgonj Govt. Technical High School (Bangladesh)

Education Level : Secondary School Certificate (SSC), 2015

CGPA : 4.11 (from Science)

TECH & TRAINING

❖ Institution : SS Under LICT (Leveraging Information Communication Technology)

Duration : February / 2018 - October / 2018

Course : Advance PHP

❖ Institution : UY LAB

Duration : April / 2017 - September / 2017 Course : Web Design and Development

Institution : BKTTC (Bangladesh Korea Technical Training Center Bangladesh)

Duration : July / 2016 – December / 2016

Course : Web Design Trade

PERSONAL INFORMATION

Name : Md. Ariful Islam.

Mother's Name : Most: Ayasha Islam
Father's Name : Md. Aminul Islam
Date of Birth : April 28, 1998

Gender : Male

Marital Status : Unmarried

Nationality : Bangladeshi

SKILLS & INTERESTS

Distributed Systems. Scalable Databases, Machine Learning Python, Java, JavaScript, Linux, Html, Python, Sql, C/C++, CSS, PHP

Web Development (PHP), Android App Development (JAVA).

REFERENCES

Shawkat Anwar Chowdhury Kohinoor Chemical VP (purchase) Dhaka Zone.

Phone number: 01711 431656

Abdur Rahim, (Id No: 11437) Walton Group AC Technical Supervisor Barisal Zone. (ACSD) Phone number: 01678 048824

PORTFOLIO (AS GRAPHIC DESIGNER AND WEB DESIGNER)

Styling Project:

Show reel : <u>behance.net/aquib-ibn-amin</u>
LinkedIn : <u>linkedin.com/in/aquib-ibn-amin</u>

Signature

Date: