

Resume of

Emon Ahmmed Joy



Contact No: 01610302560

Mail: aemon356141@gmail.com

Career Objective:

A skilled and dedicated engineer with extensive experience in the home appliance industry, specializing in product servicing, maintenance, and team supervision. Seeking a challenging position to leverage my technical expertise, leadership abilities, and customer-focused approach to ensure high-quality service delivery, optimize operations, and enhance customer satisfaction. Committed to driving innovation and maintaining the highest standards in product performance and service excellence.

Special Qualification:

- Expertise in diagnosing and troubleshooting home appliances.
- Strong leadership and team management skills.
- Skilled in customer service and after-sales support.

Job Experience:

- Working a **Jr. Engineer & Trainer** in Singer Bangladesh Limited at Cumilla from 18 Feb 2024 to continue.
- Worked an **Engineer** in Fair Solution Ltd. (**Samsung**) at Shewrapara, Dhaka 1216 from 31 May 2021 to 15 Feb 2024.

Responsibility:

- Supervised service operations, including installation, maintenance, and repair of home appliance products, ensuring customer satisfaction.
- Diagnosed and resolved technical issues in home appliances such as refrigerators, washing machines, air conditioner.
- Trained and guided service technicians, providing technical support and ensuring adherence to service protocols and standards.
- Collaborated with the product development team to identify recurring issues and recommend design improvements for home appliances.
- Maintained detailed records of service activities, customer feedback, and warranty claims to improve service strategies.
- Ensured compliance with company policies, safety standards, and industry regulations in all service activities.
- Built strong customer relationships by addressing concerns promptly and providing exceptional after-sales support.
- Monitored and ensured the quality of after-sales services, maintaining high customer satisfaction ratings.
- Monitoring the works of technician and make payment of bill submitted by them after verification.
- Visit technician workshop and customer premises to evaluate service standard and report thereon.

Internship:

- Samsung customer Service.
- Samsung Technical School (Audio Visual).

Training and Short Courses

- Completed Computer Short Course Training on Computer Operating System & Microsoft office.
- Completed Graphic & UI Design short course.

Educational Qualification:

BSc in Engineering

Institution : Northern University of Bangladesh
Department : Computer Science of Engineering
Result : Running

Diploma in Engineering

Institution : Dhaka Polytechnic Institute
Department : Electronics
Result : 3.23
Passing Year : 2020

Secondary School Certificate

Institution : Muslim Modern Academy
Department : Business Studies
Result : 4.67
Board : Dhaka
Passing Year : 2016

Language Skills:

- Good Verbal and Written Skill both in Bengali and English

Personal Qualities:

- Self-motivated and committed to outstanding achievements.
- Ability to work in a multicultural environment and to work pressure with groups.
- Ability to express ideas and concept clearly and concisely in written and oral form.
- Quick learner.

Personal Details:

Father's name : Jamal Ahmmed
Mother's name : Baby Najnin
Present address : House no: 1015, Eidgah road, Ibrahimpur, Dhaka – 1216, Dhaka
Permanent address : Vill: Gorjonbuniya, P.O.: Shiyaliya, P.S.: Barguna Sadar, Dis: Barguna
Date of birth : 21-Aug-1999

Declaration:

I, the undersigned declare that, according to my knowledge and faith, this CV correctly describes my qualifications and myself. I understand that any willful misstatement described here in my lead to my disqualification or dismissal.



Signature