

RESUME OF K.A.MUKIT

Address: House No. 53/2, Road No: 12,
PC Culture Housing, Sekhertak, Mohammadpur, Dhaka.
Mobile: +8801754646738
E- mail: akibkamukit@gmail.com



Career Objective

To develop into a highly effective specialist in the field of information technology by utilizing my technical knowledge and abilities to promote both professional and personal growth as well as the success of the firm.

Experience

**Executive (October 8, 2022- Continuing) Global
Brand Pvt. Ltd.**

Company Location: 65, Lake Circus, Kalabagan, (Dolphin Goli) Dhaka-1205

Department: RMA and Laptop Service

Duties/ Responsibilities

- *Work closely with 3rd party service provider to ensure a seamless onsite service. Manage end to end process, communication and uphold performance management metrics (KPI). *Oversee 3rd party service provider's consigned spare parts status inventory management to ensure zero downtime in service recovery.
- *Identify opportunities for improvement of PRISM+ RMA Service operation by monitoring and analyzing the weekly RMA report, analysis industry best practices on return/repair process and sharing findings with the management during weekly team meeting .
- *Submit factory claims and monitor the weekly progress and report to the management accordingly
- *Ensure excellent internal communication with business units and drive the development of customer satisfaction goals and coordinate with Customer Service team to achieve ambitious outcome from management .
- *Work together with the Business Analyst team to assess RMA service performance, data mapping and provide data analysis to ensure RMA service departmental growth. Additional data tracking for cannibalization and refurbishments in a weekly basis and share with the RMA technical PIC for execution for cost optimization.
- *Coach and groom new hires in terms of product knowledge and technical support skills. Providing solid technical support to aid customer service team to effectively troubleshoot customer issues .
- *Solid overview on specifics, data understanding and technical capabilities in RMA Service
- *Conduct monthly stock count for spare parts at warehouse, update inbound spare parts items at warehouse portal and submit spare parts orders for onsite repair consignments .
- *Handle RMA related ad-hoc tasks company asset management for laptop, monitors, troubleshooting for office laptop, TVs and monitors and other RMA related tasks .

Educational Qualifications

2022	BRAC University	Bachelor of Science	Computer Science & Engineering	CGPA – 3.22 (On the scale of 4.0) [Without Thesis Defense]
2017	Cantonment Public School and College, Rangpur	Higher Secondary Certificate (HSC)	Science	CGPA – 5.00 (On the scale of 5.00)
2015	Cantonment Public School and College, Rangpur	Secondary School Certificate (SSC)	Science	CGPA – 5.00 (On the scale of 5.00)

Language Proficiency

Language name	Reading	Writing	Speaking
English	High	High	High
Bangla	High	High	High

Computer Literacy

Familiar with Microsoft office tools (MS Word, MS Excel, Power Point), surfing the net options.

Major Area of Interest

Worked also with Java and some other object oriented programming languages like Python and also learning JavaScript, Node JS, Flutter and Ethereum.

Introducing with unknown, Presentation, Net surfing, Assignment designing, Watching TV news, Movie, Reading newspaper-various books, playing games & Computer operations, Problem solving using Python.

Extra-Curricular Activities

- Played Chase, Carom, Cricket, Football in School and College level.
- Good presentation and reporting skills.
- Arranged different types of charity program several times.

Special Achievements

- Got stipend from Board of Intermediate and Secondary Education, Dinajpur in HSC.

Supplementary Qualification

Web Development

Course duration: 3 Days

- Active in Computer and Robotics Club in University level.

Institute: Creative IT Institute

Personal Information

Father's Name : Khandoker Shahadot Hossain
Mother's Name : Most.Monakka Khanam
Date of Birth : 01-12-2000
Permanent Address : Vill:Distail, P.O:Bhatra-Bezra, P.S:Muksudpur,
District:Gopalganj
Nationality : Bangladeshi
Religion : Islam
Marital Status : Single

References

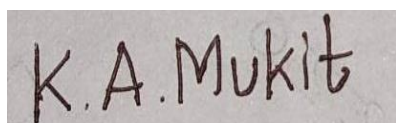
Mizanur Rahman Khan

Former Divisional Special Judge,
Dhaka
Mobile: 01797261045
E-mail: judgemizan@yahoo.com

Md. Khalilur Rhaman, PhD

Professor
Department of Computer Science and
Engineering
BRAC University,Dhaka
Mobile:01752-042223
Email:khalilur@bracu.ac.bd

“I certify that all information stated in these Curriculum vitae is true and complete to the best of my knowledge. I authorize to verify the information provided in this Curriculum vitae.”



Signature

K.A.MUKIT