

MD FERDOUS ALAM

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📍 South Banasree , Block-E,House No-175 Dhaka -1219

📅 12/01/1996 ⚙ Married 📞 01533468515

📷 ferdous_alam_._

in www.linkedin.com/in/md-ferdous-alam-7ab44121b



👤 PROFILE

Dedicated Executive Assistant with one year of experience in administrative management. Demonstrates strong organisational, planning and communication abilities. Effective at independently handling diverse business relationships with disciplined execution strategies.

👜 PROFESSIONAL EXPERIENCE

09/2020 – 12/2021

Executive Officer at Business Network (ISP)

DHAKA,
Bangladesh

- Addressed customer service enquires quickly and accurately.
- Assisted customers with product-related questions, feedback and complaints.
- Provided ongoing, proactive and helpful technical support for people using network.
- Handel field workers by assigning them customer issued problem .
- Successfully kept network operating efficiently and securely.
- Managed new user account set up, permissions and passwords for employees.
- Guaranteed first-class customer service, enthusiastically anticipating and catering to customer needs and requirements.
- Maximised customer satisfaction by resolving service issues promptly.

🧠 SKILLS

- Customer Service
- Sales Technique
- Customer Need Analysis
- Public Speaking
- Run Any operating System
- Technical Support
- File Maintenanace
- Network Perform Enhance
- Computer Command Input
- Problem Solving
- Good Communication
- Good Teammate

LANGUAGES

Bangla



English



EDUCATION

2015 – 2019	Bachelor of Science in Computer Science & Engineering Tejgoan College (National University) CGPA : 2.62 out of 4.00	DHAKA, Bangladesh
2012 – 2014	Higher Secondary School Certificate Quality Education College CGPA : 4.50 out of 5.00	DHAKA, Bangladesh
2010 – 2012	Secondary School Certificate Dakhin Banasree Model High School CGPA : 4.06 out of 5.00	DHAKA, Bangladesh

PROJECTS

2018 – 2019	Hospital Management System My Project was data base management system . I was the leader of this significant project and my project was declared best of one .With the hard work and help of my teammate it was great project experience
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INTERESTS

- Good at Playing
Badminton , Cricket

CUSTOM

- Father's Name : Md Hasan Ali
- Mother's Name : Nazma Begum
- Permanent Address : South Banasree H-175 B-E R-9/4 Dhaka-1219
- Nationality : Bangladeshi
- Marital Status : Married
- Religion : Islam
- Blood Group : O positive
- Hight : 5.10 Feet

Ferdous

MD.FERDOUS ALAM
DHAKA