



# Shakhwat Hossain Rasel

## About Me

Highly motivated Computer Science student with a strong foundation in Web Development (HTML5, CSS3, JavaScript) and IT/Networking essentials. Proven ability to quickly learn new technologies, coupled with 3 months of hands-on experience in customer support and coordination. Seeking an entry-level IT role where a strong work ethic, technical aptitude, and effective communication can contribute to team efficiency and continuous growth.

## Contact

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**Current Address:** Modhubag,Dhaka.

**Permanent address:** Mahiganj,Rangpur

**Linkedin:**

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## Skills

- Web Design
- Networking
- It support
- Wordpress
- Ms Office
- Ms Word
- Excel

## Language

- English
- Bengali

## Education

### ● 2024 –2027(Expected Graduation)

**SOUTHEAST UNIVERSITY**

Bachelor of Science In CSE

Running

## Experience

### ● **CUSTOMER SUPPORT EXECUTIVE – STEADFAST QUIER LIMITED** -May 2024 – July 2024 (3 Months)

- **Managed a high volume of customer inquiries** across multiple channels (phone/email), efficiently resolving complaints and tracking parcels to ensure service delivery.
- **Achieved high customer satisfaction** by communicating solutions clearly and professionally, serving as the primary point of contact for service issues.
- **Maintained detailed records** of all customer interactions, facilitating efficient follow-up and problem resolution.
- **Collaborated effectively** with the logistics team to coordinate delivery adjustments and improve overall service efficiency.



## CERTIFICATIONS

- **Web Development & Design:** Certification in HTML, CSS, and JavaScript fundamentals.
- **Office Productivity:** Advanced proficiency in MS Word and MS Excel.



## Projects

- **Responsive Portfolio Website :**  
Developed a personal portfolio from scratch using HTML5, CSS3, and JavaScript, ensuring full responsiveness across desktop and mobile devices.
- **Responsive Food Website :**  
Developed a food website from figma using HTML5, CSS3, and JavaScript, ensuring full responsiveness across desktop and mobile devices.

### Projects link:

- <https://shakhwat-93.github.io/sohan-food/>
- <https://shakhwat-93.github.io/Saas-website/>
- <https://shakhwat-93.github.io/assignment-3/>



## Soft Skills

- Problem-Solving
- Teamwork & Collaboration
- Professional Communication
- Time Management & Organization
- Work under pressure
- ready to hardwork



## Hard Skills

### ⇒ MS OFFICE

- MS Office
- Excel
- MS Word
- MS Powerpoint

### ⇒ WEB DEVELOPMENT

- HTML5
- CSS3
- Javascript
- Tailwind CSS
- DaisyUi
- Responsive Design

### ⇒ NETWORKING

- Basic Configuration
- Network Troubleshooting
- TCP/IP, LAN

**Declaration : I have provided all the information in the CV are true according to my Knowledge & Conviction.**