



AKM MIRAZ HOSSAIN

CUSTOMER SUCCESS ENGINEER

I'm a dedicated Customer Success Engineer with a strong technical background and can make troubled customers satisfied after investigating their issues and providing practical solutions at a fast pace. My efforts contribute to both customer success and the growth of the company.



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github.com/akmmirazhossain



Bashundhara R/A, Dhaka

HARD SKILLS

FRONT-END WEB

React, Next, TypeScript, Tailwind,
Bootstrap, JavaScript, HTML/CSS

BACKEND WEB/DATABASE

PHP (raw), Node, MySQL

CMS

Wordpress (plugin dev.), Drupal

MORE

Git, Github, Zendesk, Intercom,
NewRelic, Atlassian (Jira/Confluence),
Slack, Linux, Nginx, Redis, Solr,
Google Cloud

EXPERIENCE

CUSTOMER SUCCESS ENGINEER (remote)

Pantheon Systems Inc. (CA, USA)

March, 2021 - Present

- Helping customers troubleshoot issues through live chats and tickets
- Debugging cache, DNS, website performance, plugin/module, mitigating DDoS attacks, single sign-on (SSO), custom certificate, fastly AGCDN issues
- Drafting technical documentation
- Proposing enhancements to the engineering team through new feature requests where I identified areas for improvement.

(I consistently maintain a customer satisfaction score "CSAT" above 95%)

FRONT-END WEB DEVELOPER (on-site)

Line Reflection Ltd. (Mohakhali DOHS, Dhaka)

February, 2020- March, 2021

- Developed front-end web of multiple projects
- Focus areas: Responsive design, UI/UX enhancement, API integration, Testing and Debugging prebuild websites

IT Director (Hybrid)

University of South Asia

February, 2012 - April, 2016

- Consistently developed the leading website with new features using PHP/MySQL, JavaScript, and Bootstrap
- Developed and improved the video-based South Asia E-learning project

SOFT SKILLS

CREATIVITY & INNOVATION



PROBLEM SOLVING



ADAPTABILITY



LEADERSHIP



ATTENTION TO DETAIL



POSITIVE ATTITUDE



LANGUAGE

ENGLISH



BANGLA



EDUCATION

COMPUTER SCIENCE & ENGINEERING (BSC)

Independent University, Bangladesh

2016 - 2019, CGPA:

- I started a club for entrepreneurs (ISEC), and led all the club activities (competitions, startup shows, etc.)
<https://www.facebook.com/isec.iub>

A LEVEL

Pearson Edexcel International GCSEs

2010 - 2012

- Physics, Chemistry, Mathematics

O LEVEL

Pearson Edexcel International GCSEs

2007 - 2010

- Puremaths, Maths-B, Physics, Chemistry, Bangla, English

HOBBIES & INTERESTS

COMBATING CLIMATE CHANGE

- In addition to my professional endeavors, I'm passionate about minimizing air pollution in Dhaka. I create and share informative videos to raise awareness about this issue:
[facebook.com/akmmirazh](https://www.facebook.com/akmmirazh)

LEISURE ACTIVITIES

- Listening to podcasts, music, travelling, exploring new techs, djing, etc.