

ABU NAYEEM

Junior Front-end Developer | Chief Customer Officer | Hr Assist

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SUMMARY

Passionate Junior Frontend Developer with a knack for creating intuitive and high-performing websites or web applications and also proficiency in MS Office, LAN Network. UY Lab certified.

I have over 4+ years of experience in customer service. Ready to bring expertise and innovative problem-solving skills to corporation team and solve the challenges of corporation.

EXPERIENCE

Chief Customer Officer

Skyview Online Ltd.

2020 - Present Dhaka, Bangladesh

Led the Support team, Call Centre Representatives and Front Desk Representatives

- I, along with my team, developed and maintained policies that saved the company hours.
- Mentored and trained new employees.
- Hit and exceeded department KPIs by 4% for 6 months in a row.

HR Assistant

Skyview Online Ltd.

2020 - 2021 Dhaka, Bangladesh

Worked on temporary based with HR

- Administered payroll information, compensation materials, and benefits programs.
- Designed Surveys, tracked responses and generated data reports from typeform.

Customer Support Representative

Skyview Online Ltd.

2017 - 2019 New York, NY

Worked with Call Centre Representatives

- Build positive relationships by going above and beyond with customer service, ensuring that all questions, cancellations, and confirmations are handled appropriately.
- Create and maintain record of daily problems and remedial actions taken, using call-center database.

EDUCATION

Bachelor of Business Administration

American International University - Bangladesh (AIUB)

2014 - 2018 Dhaka, Bangladesh

CERTIFICATION



Web Design & Development

UY Lab - 2023

STRENGTHS



Coding Expert

Proficient in HTML, CSS, JS, MS Office



Problem Solver

Innovative approach to challenges



Team Player

Excellent collaboration skills

SKILLS

HTML	CSS	GIT	JavaScript
React	React Router	Tailwind	
Flowbite	Firebase	Nodejs	PHP
MongoDB	Typescript	Next.js	
Expressjs	Wordpress	MS Office	

LANGUAGES

Bangla

Advanced



English

Advanced



Urdu

Intermediate



TRAINING / COURSES

Web Design & Development - UY LAB - 2023

Web Development - Programing Hero - 2023