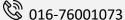# ROKEYA BEGUM

IT Support Technician

⌖ 24/1, West Kafrul, Taltola
Sher-e-Bangla Nagor, Dhaka-1207

✉ rokeya_keya1994@yahoo.com

☎ 016-76001073

CAREER OBJECTIVES

To, purse a challenging career in dynamic organization in relevant area, where the opportunities to learn, grow and take responsibilities. I am hard working, quick learner, adaptive to any environment, smart, honest, trustworthy, believe in teamwork.

WORK EXPERIENCE

Intelligent Image Management Ltd   Sep 2015 — Dec 2015
Data Analyzer

- Collect data from sales, marketing, and finance departments to use in establishing organizational structure

- Organize, extrapolate, and disseminate data across departments to be used for drawing conclusions about the success of current methods

- Worked in an international (Trivago) project

Genex Infosys Ltd   Apr 2016 — Oct 2016
Customer Service Associate

- Receiving customer calls regarding request of services and products

- Handled the responsibilities of troubleshooting products and services to meet customer satisfaction

- Consult and analyze with customer about the services and products offered by the organization

AT Computer Solution Limited   Feb 2018 — May 2018
IT Executive

- Supervised hiring processes and monitored all performance appraisals

- Developed and monitored capital budget for IT processes

- Coordinated with external vendors for all services

- Managed communication with other departments for technology usage

- Maintained customer schedule and communicated with customers on quarterly basis.

- Worked in office administration

Secondary School Certificate   2007 — 2009

- Agargon Taltola Govt. Colony High School & Mohila College
- Group: Science
- Result: CGPA 3.88 in a scale of 5.00

Higher Secondary School   2009 — 2012

- Mirpur Girl's Ideal Laboratory Institute
- Group: Science
- Result: CGPA 3.40 in a scale of 5.00

Bachelor of Science   2013 — 2017

- Green University of Bangladesh
- Department: Computer Science and Engineering
- Result: CGPA 2.73 in a scale of 4.00

- **Training Course:** Skills for Employment Investment Project (SEIP)
- **Training Institute:** BASIS Institute of Technology & Management (BITM)
- **Training Topic:** IT Support Technical
- **Modules:**
    - Computer Fundamentals
    - Operating System
    - Application System
    - Microsoft Office Program
    - Database

- **Programming languages:** C, Java.
- **Operating System:** Windows, Android, Linux
- **Tools & Technologies:** Visual Studio 2018, Net beans, WEKA
- **Databases:** My SQL
- **Thesis:** A Modified Decision Tree (DT) Classifier for Improving Accuracy Using Big Data.

- Bangle
- English

Father's Name	:	Late Abdur Rob
Mother's Name	:	Ferdouse Begum
Permanent Address	:	24/1 West Kafrul, Agargone Taltola, Dhaka-1207
Date of Birth	:	30th January 1994
National ID No	:	7772473067
Nationality	:	Bangladeshi

Rokeya Begum