



FARHAN HOQUE

Customer Success Assistant Aspirant

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Chattogram, Bangladesh

PROFILE

A detail-oriented and proactive professional with a Bachelor's degree in Software Engineering and a proven IELTS score of 7.0, demonstrating excellent English communication skills. Passionate about achieving customer satisfaction by leveraging technical expertise from web development projects to provide effective support, troubleshoot issues, and maintain high-quality documentation. An enthusiastic team player adept at bridging the gap between clients and developers, with strong abilities in active listening, problem-solving, and process improvement.

SKILL & EXPERTISE

- **Client Service & Communication:** Fluent English communication (IELTS 7.0), active listening, stakeholder coordination, and customer needs analysis.
- **Technical Support & Troubleshooting:** Ability to investigate, replicate, and report software defects; experience with system configuration and deployment from project work.
- **Documentation:** Proficient in maintaining high-quality records, creating project documentation, and report writing.
- **Technical Knowledge:** Hands-on experience with web technologies (HTML, CSS, JavaScript, React, Node.js), databases (MongoDB), and tools (Firebase, Vercel).
- **Team Collaboration & Analysis:** Effective cross-functional team player with an analytical mindset for identifying trends and proposing solutions.

PROFESSIONAL EXPERIENCE & PROJECT-BASED SKILLS

- **Customer-Centric System Management:** Applied understanding of user roles by developing [Nerd Academy](#), where an Admin portal was created to approve courses and monitor activity, simulating the maintenance of a live customer system.
- **Issue Investigation & Troubleshooting:** Through project development, consistently identified, debugged, and resolved functional issues and bugs, honing the skill of investigating technical problems.
- **Bridge Between Users and Development:** Created admin panels that allow for content moderation and user activity monitoring, acting as the "bridge" between end-user functionality and backend system control.
- **Documentation & Process Adherence:** Utilized version control (Git/GitHub) and followed development lifecycles, requiring meticulous documentation of code and features.

EDUCATION

Bachelor of Science in Software Engineering and Management from Nanjing University of Aeronautics and Astronautics (2018-2022)

CERTIFICATIONS

- **IELTS:** Overall Score 7.0
- Complete Web Development Course with Jhankar Mahub

ACTIVITIES

Former College Youth Chief of Red Crescent || **Volunteer** at College Fest || **Organizer from Bangladesh** at University Global Village Fest

LANGUAGE

English: Fluent, Bangla: Native, Hindi: Conversational