



# MD KAIYUM HOSSAIN

Diploma Engineer in Computer Technology

## Profile

Motivated and results-driven Computer Engineering Diploma graduate with practical experience as a Call Center Agent and Computer Operator. Proficient in customer service, fast typing, data entry, and MS Office applications (Word, Excel, PowerPoint). Skilled in hardware and software troubleshooting, internet usage, and basic networking setup. Looking for an opportunity to apply my skills and grow within a technology-focused organization.

01791-554589 or 01560-043061

kaiyumh433@gmail.com

Panchbibi, Joypurhat, Rajshahi  
Dhaka, Bangladesh

## Education

### Secondary School Certificate

Panchbibi L.B.P Govt. High School  
2011-2017

### Diploma in Engineering Computer Science & Technology

Bangladesh Polytechnic Institute  
2018 - 2022

## Expertise

Digital Marketing

Customer Service

IT Support

Team Management

## Language

Bangla

English

Hindi

## Work Experience

### Genex Infosys limited (Dhaka)

Customer Service Officer (Grameenphone)

- Handled inbound customer calls to resolve queries, provide product/service information, and ensure customer satisfaction.
- Maintained a professional and friendly tone during inbound calls to deliver a positive customer experience and build trust.

### Infinity Mega Mall (Dhaka)

Seller executive officer

- Assisted customers in selecting products and provided detailed information to boost sales.
- Maintained product displays and ensured proper stock management on the sales floor.

### Creative IT Institute (Dhaka)

Web Designer Internship

- Working with the Department development team.
- Completed hands-on projects using HTML, CSS, and basic JavaScript during internship.

### Digital Marketing E-commerce (Dhaka)

Customer Care Executive

- Conducted outbound calls to promote products and convert leads into sales.
- Maintained a high conversion rate by building rapport and addressing customer needs effectively.

## References

### Zobayeer Islam

B.S.C Engineer/Civil

Phone: +8801728-889273

Email: info.Zobayeer@gmail.com

### Arc. Mottalib

B.S.C Engineer/Architecture

Phone: +8801725-999910

Email: arcmottalib2929@gmail.com