



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.



Work Experience

2023

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2024

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.

2023

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2023

Infinity Mega Mall (Dhaka)

Selles 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.

2022

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2023

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.

2024

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2025

Digital Marketing E-commerce (Dhaka)


Customers 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.

 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



References

Zobayer Islam

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