

Moloy Krishna Paul

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Professional Summary

A motivated and detail-oriented professional blending foundational knowledge in full-stack web development with practical experience in customer service, sales, and software testing. Eager to leverage strong problem-solving abilities, technical aptitude, and effective communication skills to contribute to a challenging technical role. A proactive learner committed to mastering new technologies and contributing to organizational growth by delivering high-quality solutions and excellent service.

Key Skills

- **Frontend Development:** HTML, CSS, JavaScript (ES6+)
- **Software Testing:** Manual Testing Principles, Bug Reporting
- **Customer Support:** Client Communication, Issue Resolution
- **Sales & Marketing:** Telesales, Marketing Techniques
- **Office Suite:** MS Word, MS Excel, MS PowerPoint
- **Operating Systems:** Linux & Windows
- **Soft Skills:** Problem-Solving, Detail-Oriented, Adaptability, Communication

Professional Experience

Telesales Executive | ChalDal

(Oct 2022 - Dec 2022)

- Conducted outbound calls to prospective customers to present ChalDal's services and promotions.
- Successfully met and occasionally exceeded monthly sales targets.
- Maintained detailed logs of customer interactions and feedback.
- Provided prompt resolution to customer inquiries and issues to ensure high satisfaction.

Certifications & Courses

Introduction to Software Testing – Simplilearn

- Certificate Link: <https://simpli-web.app.link/e/WyrBZL7KRXb>

Full Stack Developer Course – Simplilearn

- Certificate Link: <https://simpli-web.app.link/e/dg5jnzNBWXb>

Education

Bachelor of Social Science (B.S.S.)

- Govt. Michael Madhusudan College, Jashore
- CGPA: 2.68 / 4.00 | Year of Passing: 2020

Higher Secondary Certificate (H.S.C.)

- Dr. Abdur Razzak Municipal College, Jashore
- Group: Science | GPA: 3.67 / 5.00 | Year of Passing: 2017

Secondary School Certificate (S.S.C.)

- Sufalakathi Secondary School, Jashore
- Group: Science | GPA: 4.63 / 5.00 | Year of Passing: 2014

Languages

Bengali: Native

English: Professional Working Proficiency

References

Uzzwal Kumar Paul

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