

# Faez Bin Farooque



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To secure a challenging position in a reputable organization to expand my learnings, knowledge and skills where there is scope for demonstration, always on a look out for a positive & bigger outlook, sets levels & standards that exceed expectations.

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## Experience

**Bista Solutions Inc.** - (January,2023 to Present)

Support Consultant (Software Support)

### Responsibilities:

- Configure & provide client support for desktop, app & web-based ERP software
- Coordinate effectively to solve user's functional & technical software related issues
- Contribute to testing of version upgrades & provide relevant training to the users
- Prepare documentation - manuals, diagrams, videos & training materials for users
- Escalate complex issues that require deeper technical expertise for resolution

**Quantanite** - (August,2020 to December,2022)

Associate (Client Support)

### Responsibilities:

- Regulate offshore client software support for app & web-based software
- Requirement gathering & update the information as per client into Database
- Provide functional & operational software support & training to users
- Maintain support through different medium like chat, call, email & help-desk ticket
- Categorize issues by importance to resolve & escalate to next level if required

## **Monico Technologies Ltd. - (June,2019 to July,2020)**

Executive (Application Support)

### **Responsibilities:**

- Provide operational & technical software support to users & technician team
- Generate & resolve complain for software, website & device related issues
- Configure & activate vehicle tracking device from server end
- Prepare reports, user guides, diagrams & FAQs for users & internal team
- Collaborate with internal departments in order to resolve complex issues on time

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## **Skills**

Client Relationship Management · Software Support · ERP Domain · Problem Solving · Team Work · Testing · Analytical Skills · Tech Support · Project Management

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## **Education**

2014 - 2018

**B.Sc. (Software Engineering) / Daffodil International University**

CGPA: 3.04 out of 4.00

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## **References**

### **(1) Md. Sezan Arafin**

Team Lead, (Implementation & Support)

Bista Solutions Inc.

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### **(2) Mahfuzur Rahman (Kabbo)**

Assistant Manager, (Sales & Marketing)

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