

# SHADOT HOSSAN RIYAD

## Mailing Address:

📍 Ga 28/4 Shahajadpur , Gulshan, Dhaka-1212

☎ +8801706877681

✉ Shadotriyed07@gmail.com



## Career Objective:

To achieve a lead position in the banking, ITSM or call center sector using all my expertise in the field of technical, customer support & management.

## Employment History:

### Helpdesk Agent (15 February, 2024 – Continuing)

#### UY Systems Ltd.

##### Duties/Responsibilities:

Customer service representatives interact with customers to handle complaints, process orders, and provide information about myGov ITSM services.

### Customer Service Representative (December, 2022 – 15 February 2024)

#### Digicon Technologies Limited

##### Duties/Responsibilities:

Customer service representatives interact with customers to handle complaints, process orders, and provide information about Bangladesh Power Development Board products and services.

### Customer Service Officer (June, 2022 - November, 2022)

#### My Outsourcing Limited

##### Duties/Responsibilities:

The duties and responsibilities of a CSO include managing customer service inquiries, generating sales leads that develop into new customers, and identifying and assessing customer needs to achieve satisfaction.

## Education Qualification:

### Bachelor of Science (B.Sc.)

Name of Institution	: European University Of Bangladesh
Group	: Computer Science & Engineering
Board	: UGC
Result	: Running
Passing Year	: 2025

### Diploma in Engineering

Name of Institution	: Aptouch Polytechnic Institute, Dinajpur
Group	: Computer Technology
Board	: BTEB
Result	: 3.67 out of 4.00
Passing Year	: 2022

### Secondary School Certificate (S.S.C)

Name of Institution	: Dinajpur Technical Training Centre
Group	: Vocational
Board	: BTEB
Result	: 4.18 out of 5.00
Passing Year	: 2017

## Specialization:

- Customer Support/ Client Service
- Multitasking ability
- Creative
- Ability to Work Under Pressure
- Ability to work as a team

## Training Summary:

○ **Training Title** : CCNA  
**Name of Institution** : CSLiT, Dhaka  
**Duration** : 03 Months

## Language Proficiency:

Language	Reading	Writing	Speaking
<b>Bangla</b>	Excellent	Excellent	Excellent
<b>English</b>	Fluent	Fluent	Medium

## Personal Information:

**Name** : Shadot Hossan Riyad  
**Father's Name** : Saifullah  
**Mother's Name** : Sabekun Nahar  
**Present Address** : Shahajadpur, Gulshan, Dhaka-1212  
**Permanent Address** : Baluyadanga, Dinajpur-5200  
**Date of Birth** : 18/09/2001  
**NID Number** : 5115081704  
**Nationality** : Bangladeshi  
**Marital Status** : Single  
**Gender** : Male  
**Blood Group** : O-  
**Religion** : Islam

## Reference:

<b>Md. Shahadat Hossan Ratul</b>	<b>Md. Yousuf Rahman</b>
CEO CSLiT Housebuilding, Uttara, Dhaka Contact: +8801614404404	Personal Secretary Dongyi Sourcing Ltd. Sector 13, Uttara, Dhaka Contact: +8801816033003

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