

Resume Of

SHANTO KARMOKER



MAILING ADDRESS:

Bhawal Mirzapur, Mirzapur Bazar-1703,
Gazipur Sadar, Gazipur.
Mobile: 01798046899
Email: shantokarmoker8@gmail.com

CAREER OBJECTIVE

To develop career in your organization where I can implement my intelligence, knowledge, Youth, strength as well as quality, performance, creativity to achieve my target through the organizational procedures where I will able to enhance my knowledge and efficiency.

EDUCATION QUALIFICATION

➤ Diploma in Engineering :

- Institution : Tangail Polytechnic Institute.
- Board : Technical
- Department : Computer Technology
- Session : 2018-2019
- Result : CGPA- 3.41 (out of 4.00)

➤ Secondary School Certificate (S.S.C) :

- Institution : Nayanagar High School.
- Board : Technical
- Tread : Computer
- Passing Year : 2018
- Result : G.P.A- 4.50 (out of 5.00)

COMPUTER SKILL

- ✓ **Officer Management** : MS Word, MS Excel, MS Power Point, MS Access
- ✓ **Internet Knowledge** : Internet Browsing, Downloading E-mail Checking.

JOBS EXPERIENCE

IT Officer

Pioneer International

December 2024 – May 2025

Responsibilities:

- Collected, organized, and maintained various office documents and company data.
 - Handled IT-related tasks, including troubleshooting, computer and network maintenance, and providing technical support.
 - Managed customer services related to air ticket booking and hotel reservations.
 - Engaged in digital marketing tasks such as creating and posting content on Facebook, designing templates for regular posts, and creating promotional posters for Facebook ads.
 - Used Microsoft Excel for managing and recording company accounts and financial data.
 - Created official documents using Microsoft Word, including DIT letters, applications, and other necessary paperwork.
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Assistant Engineer

Dream Software Technology

April 2023 – October 2023

Responsibilities:

- Provided IT and technical support to clients, resolving issues related to software performance and usability.
- Performed regular maintenance and troubleshooting of in-house and client-side software to ensure smooth operation.
- Assisted in software deployment, configuration, and updates based on user requirements.
- Responded to customer queries via email, phone, and remote support tools, ensuring timely and effective solutions.
- Collaborated with the development team to report bugs and contribute to continuous improvement of software products.
- Maintained documentation related to support tickets, issue resolutions, and system changes.

LANGUAGE

- ✓ Fluently speaking in English, Bengali.
- ✓ Good Communication skills in Bengali and English.

PERSONAL INFORMATION

Father's Name : Kartik Karmoker
Mother's name : Gouri Karmoker
Permanent Address : Vill: Bhawal Mirzapur, P.O: Mirzapur Bazar,
P.S: Gazipur Sadar, Dist: Gazipur.
Date of Birth : 13/11/1999
Religion : Hindu
Nationality : Bangladeshi (By Birth).
Sex : Male
Marital Status : Unmarried
Height : 5'.6"
Weight : 60 Kg.
Blood Group : O (+) Positive
Home District : Gazipur.

INTEREST

- Traveling
- Reading Newspaper and Book
- Watching Movie, Listening music in different cultural languages

STRENGTH

- ✓ Ability to understand quickly.
- ✓ Performing duty in any situation.
- ✓ Strong skill in communication.
- ✓ Excellent grasping capability and understanding the concepts clearly

DECLARATION

I thereby declare that all the above furnished information is correct to the best of my knowledge and established records.

Signature