

IMTIAZ AHMAD KHAN

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📍 Block-D, Shahjalal Uposhohar, Sylhet



CAREER OBJECTIVE

CSE graduate with more than 2 years of experience in the IT sector, as in major data entry works to contribute the knowledge about compiling, verifying accuracy and sorting information to prepare source data for computer entry, computer hardware and software maintenance, email management, MS Office, data handling, etc. Cultivated customer relationships with the adaptability of customer needs and then developed the services to meet their requirements and supervised the fellow team to solve the problem with fast time accuracy and proper execution. To pursue a job opportunity in the reputed organization that will challenge me to push my boundaries and expand my knowledge.

EDUCATIONAL QUALIFICATION

B.Sc. Engineering

Leading University, Sylhet.

Computer Science & Engineering (CSE)

CGPA: 3.30 out of 4.00

Session: 2014-2018

Higher Secondary Certificate (HSC)

Brindaban Govt College, Habiganj

GPA: 3.60 out of 5

Group: Science, Year: 2013

Secondary School Certificate (SSC)

L.R. Govt. High School,

Baniachong, Habiganj.

GPA: 4.94 out of 5

Group: Science, Year: 2011

SPECIAL QUALIFICATION/EXPERIENCE

- Commercial Documentation including LC, IRC, BIDA related Works.
- Accounting Software Tally Prime.
- Assist in Canada and Indian Visa Processing Works.
- Adobe Photoshop.
- Dedication in work & Responsibilities.
- Time managements and proper utilizations with problem solving knowledge.

Experience

01/ British Bangla Chemical Limited

Location: Kalapur, Sreemangal, Moulvibazar.

Position: Computer Operator, Department: IT

Duration: 10th April 2021-31st October 2023 (2.6 Years)

- Worked as a full-time computer operator, where main responsibilities were collecting, storing, posting, and updating data into computer databases and software systems from various sources with frequent time management and an accurate ratio.
- Performs high-volume company's data entry and posting on a regular basis of production and stock materials using word processing, Microsoft Office, Photoshop or other computer software. Maintaining computer equipment and inventory.
- Worked in the sales and marketing department on various tasks, such as understanding the customer's product specification requirements, reviewing the needed data for errors, missing information and resolving any discrepancies through phone call communication or in-person meetings.

- Involved in the HR department in order to manage a group of production workers, maintain their documentation, engage with them to solve problems, and prepare their weekly and monthly salaries. Also playing a vital role for preparing the audit purpose documentation, Employees regular uses data sheet etc.
- Prepared a variety of documents while working in the accounts department. Worked on Tally Prime Gold software for inventory journals posting regularly and maintaining this accounting software for users.
- Performed basic office equipment and tasks like setting up Windows and software, printer setting and operating, CC TV monitoring etc.

02/ Al-Haramain Hospital Pvt. Ltd.

Location: Sylhet.

Position: Customer Care Executive.

Duration: 2nd march 2024 to Continue.

1. Ensure effective and smooth co-ordination between consultant and the outpatient (with / without appointment, follow up etc.) as well as manage all operational activities of the respective hospital specialty with quality service in line with hospital policies.
2. Handles customer inquiries through various channels, such as phone calls, emails, live chats, and social media.
3. Gather and analyze customer feedback to help companies improve their products and services.
4. Provide information on related consultant's profile, visiting hours, tariffs and assist patients in terms of preparation for investigation, procedure, surgery, admission etc.
5. Work in Indoor patient discharge, outdoor patients test billing, report delivery.

TRAINING

Title: Job Readiness Training

Date: 18th Feb 2024 to 22nd Feb 2024

Key Learning: Soft Skills

Institute: **Career Hub- Powered by BRAC**

PERSONAL INFORMATION

Father's Name : Masud Ullah Khan
 Mother's Name : Sayeda Fareha Begum
 NID : 3265969679
 Date of Birth : 10-10-1995
 Permanent Address : Miakhani, PO: Jatrapasha-3351, PS: Baniachong, Dist: Habiganj.

REFERENCE: 1

Name : Md Arshad Ullah Khan
 Organization : National Credit and Commerce Bank Limited
 Designation : Asst. Vice President and Manager
 Address : Syed Complex, Airport Road, Amberkhana, Sylhet, Bangladesh.
 Mobile : 01711901465
 Relation : Cousin Brother

REFERENCE: 2

Name : Nayeem Sarfaraj
 Organization : British Bangla Chemical Limited
 Designation : Managing Director
 Address : Kalapur, Sreemangal, Moulvibazar.
 Mobile : 01711922290
 Relation : Employer.



Imtiaz Ahmad Khan