

Naimur Rahman Surov

Aspiring MERN Stack Developer | Customer Service Experience

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SUMMARY

Enthusiastic and adaptable professional with 1 year+ of experience as a Customer Service Representative. Skilled in handling client communications, solving problems efficiently, and managing office operations. Currently pursuing B.Sc. (Hons) in Physics while also building expertise in web development (HTML, CSS, JavaScript). Strong technical knowledge in MS Office and system management. Highly motivated, fast learner, and passionate about technology and customer satisfaction.

PROFESSIONAL EXPERIENCE

Customer Service Representative

Intitux Software System 11/2023 - 12/2024 Mirpur-10, Dhaka

- Managed over 2 large delivery projects with a maximum team size of over 10+ (onsite/offshore)
- Managed customer calls and provided effective solutions.
- Handled client complaints and ensured timely problem resolution.
- Occasionally managed overall office operations independently.

KEY ACHIEVEMENTS

Blood Donation Camp Management

Organized and managed multiple blood donation drives, overseeing donor registration, logistics, and communication. My role was instrumental in raising awareness and ensuring a smooth donation process for the community. This experience enhanced my skills in project management, event coordination, and community engagement.

Automation E-commerce Service Promotion

Organized and managed a successful stall at the Quami Uddokta Sommelon to promote an automation e-commerce service. This experience significantly enhanced my skills in sales, marketing, and direct customer engagement.

COURSES

Microsoft Office Program Psychological First Aid
Johns Hopkins University

TECHNICAL SKILLS

HTML CSS JavaScript
Adobe Illustrator MS Office

EDUCATION

Bachelor of Physics

Govt. Maulana Mohammad Ali College
02/2025 - Present Tangail, Dhaka

H.S.C in (Group of Science)

Ibrahim Khan Govt. College
01/2022 - 10/2023 Bhuapur, Tangail, BD

STRENGTHS

Critical Thinking
I consider myself a critical thinker mainly because I ask questions in the working process that nobody else does.

Self-Disciplined
Although I was once an indulgent child, over time I developed strong self-discipline that brings me both joy and success.

Fast Learner
I can quickly adapt to new technologies and tasks, which helps me stay productive and efficient in dynamic environments.