

Curriculum Vitae

OF

Abu Abdullah

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Career Objective:

I am a dedicated and motivated professional seeking an opportunity to leverage my skills and experience in a dynamic organization. With a strong background in technical support, sales, and customer service, I aim to contribute positively to your team. My commitment to integrity, quick learning ability, and willingness to take on challenges make me a valuable asset to any organization.

Career Summary:

I am a skilled and dedicated technician with over 10 years of hands-on experience in battery servicing, computer operations, customer support, and sales. Currently, I am working at Panna Group (Cox's Bazar Depot) in the Battery Division, where I handle battery maintenance, testing, report preparation, and technical customer support with efficiency and accuracy. Previously, I worked at Saif Powertec Ltd., where I performed similar responsibilities. I am proficient in MS Office applications, photo and video editing, content creation, and YouTube marketing. My background also includes experience in security and sales roles, which have strengthened my communication, problem-solving, and teamwork abilities. I am a quick learner, capable of working under pressure, and actively seeking opportunities both locally and internationally, where I can contribute my expertise and grow professionally.

Employment History:

Technician (Battery Division) (May 06, 2025 – Continue)

Company Name: **Panna Group.** (Cox's Bazar Depot)

Duties & Responsibilities:

- Perform servicing, inspection, and maintenance of various types of lead-acid and maintenance-free batteries.
- Diagnose battery issues based on customer complaints and provide effective solutions.
- Conduct battery testing including charging, discharging, cell voltage measurement, and specific gravity checks.
- Verify warranty claims and process replacements as per company policy.
- Prepare and maintain service reports, customer feedback forms, and daily work logs.
- Provide technical support to customers and educate them on proper battery usage and safety.
- Follow instructions from team leaders and supervisors to complete tasks efficiently.
- Ensure all tasks are performed in compliance with company standards and safety guidelines.
- Demonstrate teamwork in solving complex battery-related issues quickly and efficiently.
- Participate in regular training programs to enhance technical knowledge and skills.

Technician (Battery Division) (November 15, 2022 – January 01, 2025)

Company Name: **Saif Powertec Ltd.** (Mymensingh Services Center)

Duties & Responsibilities:

- **Battery Testing and Reporting:** Conduct battery tests at the service center and generate detailed reports based on the findings.
- **Technical Data Management and Analysis:** Accurately manage, update, and analyze technical data to create necessary reports.
- **Computer and Software Operation & Maintenance:** Operate office computer systems and software (such as MS Word, Excel, PowerPoint) and perform basic maintenance.
- **Technical Documentation and Record Keeping:** Properly store and organize all types of technical documents and data.
- **Technical Support and Data Security:** Provide technical assistance to colleagues and maintain data security and confidentiality.

Security Guard (August 4, 2022 - November 2, 2022)

Company Name: **G4s.** (Payra 1320 MW Thermal Power Plant)

Duties & Responsibilities:

- Monitored and secured premises to prevent theft, vandalism, and unauthorized access.
- Conducted regular patrols of the property to ensure safety and security.
- Responded promptly to alarms and emergencies, coordinating with law enforcement when necessary.
- Maintained detailed logs of daily activities, incidents, and irregularities.
- Ensured compliance with safety regulations and company policies.
- Provided assistance to visitors and employees, answering questions and offering directions.
- Collaborated with team members to improve overall security measures and protocols.
- Reported any suspicious activities or concerns to management immediately.

Salesman (July 7, 2021 - January 30, 2022)

Company Name: **Labib Fish.** (Doyal Market, Jatrabari, Dhaka)

Duties & Responsibilities:

- Assisted customers in selecting and purchasing fish products, providing excellent customer service.
- Maintained an organized display of products to enhance visibility and attract customers.
- Managed cash transactions and ensured accurate handling of payments.
- Recorded sales data and inventory levels to assist in stock management.
- Provided information on fish varieties, pricing, and quality to customers.
- Addressed customer inquiries and resolved complaints promptly and professionally.
- Collaborated with team members to achieve sales targets and improve service quality.
- Monitored market trends and competitor activities to adjust sales strategies accordingly.

Computer Operator (July 12, 2019 - March 31, 2021)

Company Name: **One Click Computer and Digital Studio.** (Dhulivita, Dhamrai, Dhaka)

Duties & Responsibilities:

- **Computer Operation:**
Operate computers and other digital equipment efficiently to meet customer needs, including photocopying, printing, scanning, and data entry.
- **Photo and Video Editing:**
Edit photos and videos using various software, ensuring high-quality output according to customer specifications.
- **Document Preparation:**
Prepare and format documents such as CV, banners, poster, and business cards based on customer requirements.
- **Troubleshooting and Maintenance:**
Troubleshoot and perform basic maintenance on computers and related equipment to ensure smooth operations.
- **Sales and Marketing:**
Promote digital services to potential clients and maintain relationships with existing customers.
- **Billing and Accounting:**
Manage cash transactions, prepare invoices, and maintain financial records for daily sales and services.
- **Data Backup:**
Ensure data safety by regularly backing up files and keeping important customer data secure.
- **Training and Development:**
Stay updated with new software, tools, and technologies to improve service offerings and personal skills.

Salesman (December 25, 2012 - January 3, 2019)

Company Name: **Alaya Germents.** (Kalibari, Assasuni, Satkhira)

Duties & Responsibilities:

- Assisted customers in selecting clothing items and provided detailed information about the products.
- Determined and fixed prices for clothing based on market standards and quality.
- Ensured fair pricing and accepted payments for purchases.
- Maintained a clean and organized sales area to enhance the shopping experience.
- Addressed customer inquiries and resolved any issues or complaints promptly.
- Collaborated with team members to achieve sales targets and improve customer satisfaction.

Academic Qualification:

Exam Title	Group	Institute	Result	Pas.Year
HSC	Humanities	Assasuni Govt College	CGPA:3.58 out of 5	2019
SSC	Humanities	Marijala High School	CGPA:4.05 out of 5	2017

Training Summary:

Training Title	Topic	Institute	Location	Year	Duration
Garments and Tailoring	Garments and Tailoring	Vocational Training Center for the Orphan and Disabled Boys and Girls	Satkhira	2020	6 Month
Computer Office Application	Computer Office Application and Hardware	Vocational Training Center for the Orphan and Disabled Boys and Girls	Satkhira.	2019	6 Month

Personal Details:

Name : Abu Abdullah
Nick Name : Abdullah
Father's Name : Jafur Ali Par
Mother's Name : Latifa Khatun
Date of Birth : 15th December 2000
Nationality : Bangladeshi (By Birth)
Marital status : Single
Religion : Islam
Height : 5'7"
Blade Group : B+
Email Address : abuabdullahyt@gmail.com
National ID No : 4213111711

Permanent & Present Address:

Vill- Mohiskur (Ward 04), P.O- Sreula, P.S- Assasuni, Dist- Satkhira

Language Proficiency:

Bangla mother tongue, excellent in Bangla. Second language English, good in English.

Skills:

- ⊕ Proficient in video and photo editing software (Adobe Photoshop, Premiere Pro).
- ⊕ Skilled in web browsing and online research for data collection and analysis.
- ⊕ Experienced in content creation for social media and digital platforms.
- ⊕ Strong knowledge of various operating systems, including installation and troubleshooting.
- ⊕ Excellent ability to work under pressure and meet tight deadlines.
- ⊕ Quick to learn new software tools and technologies to enhance productivity and service offerings.
- ⊕ Capable of diagnosing and resolving basic technical issues with computers and peripherals.
- ⊕ Effective communication skills, both verbal and written.

- ⊕ Strong customer service orientation with a focus on client satisfaction.
- ⊕ Basic knowledge of accounting and financial principles.
- ⊕ Team player with the ability to work collaboratively in a diverse environment.

Extra Ordinary Quality:

- **Attention to Detail:** Meticulously ensures all installations and services meet high standards of quality and safety, minimizing errors and enhancing reliability.
- **Problem-Solving Skills:** Demonstrates exceptional ability to diagnose and resolve technical issues quickly and efficiently, minimizing downtime for clients.
- **Customer-Centric Approach:** Committed to understanding client needs and providing tailored solutions, resulting in high customer satisfaction and loyalty.
- **Adaptability:** Quickly adapts to new technologies and industry trends, continuously enhancing skills to provide the best service possible.
- **Team Collaboration:** Works effectively with cross-functional teams, fostering a cooperative environment to achieve common goals and improve service quality.

Hobbies and Interest:

- ❖ Traveling
- ❖ Reading
- ❖ Photography
- ❖ Videography
- ❖ Sports

Award:

YouTube Silver Button Award (2021)

Recognized for surpassing 100,000 subscribers on my official YouTube channel.

Certification:

I, the undersigned, certify that, to the best of my knowledge and belief, this resume accurately describes my qualifications, experience, and myself. I understand that any willful misstatement or omission may lead to disqualification from consideration for employment or dismissal from my position if hired.

(I do hereby declare that all information have presented are true to my knowledge, If required and where applicable, this document can be supported by appropriate authentic certificates/papers.)

Date:.....

Signature

