

RESUME OF

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OBJECTIVE:

To work in a challenging position of a professional organization where there is an opportunity to build up career and performance leads to planned career progression. Ready to work under pressure and eager to lead a team of hard-working people to reach and achieved ultimate goal.

WORK EXPERIENCE:

Job Experience 2:

Organization : **HQ Language Services, Gengo.com, resala-translation.com, xm.com, Google Loff (Audio to text), sigma-ai.com.**

Position : **Bengali Translator**

- Responsibilities :
- Translate content within documents, web pages, and software such as Crowdin, Transifex etc
 - Maintain translation database by using translation management software
 - Provide quality assurance for the translation process
 - Work with a wide range of media and translation software
 - Resolve issues associated with translation, localization, and culture
 - Engage with other departments to provide translation services
 - Implement feedback and changes whenever possible

Job Experience 1:

Organization : **Windmill InfoTech Ltd.**

Address : Road # 5, House # 90, block - F
Banani, Dhaka 1213, Bangladesh

Position : **Call Center Executive**

- Responsibilities :
- Making outbound calls to make survey.
 - Response to customer inquires.
 - Entering all Information into the CRM during calls and submitting Data to the Manager.
 - Meeting or exceeding all sales and performance goals.
 - Participating in weekly team meetings led by manager.

EDUCATIONAL QUALIFICATION

- **Bachelor of Social Science (BSS)**
From- National University, Bangladesh
- **International Diploma in Computer Studies (IDCS)**
From- IBCS PRIMAX Software (BD) Ltd. Dhaka, Bangladesh
(Under **NCC education of UK**)
- **Higher Secondary Certificate (HSC)**
From -Comilla Government College, Comilla, Bangladesh
- **Secondary School Certificate (SSC)**
From -Jahidul Hossain High School, Comilla. Bangladesh

OTHER SKILLS

- Target oriented and hard working
- Can work independently as well as within group with minimum supervision
- Good team player
- Good decision maker, task scheduling, planning and organizing
- Can work under stress
- Have good physical and mental health to handle critical work

LINGUISTIC CAPABILITY

- I have fluency in Spoken English with admirable Communication skills and easily understand UK /US Accent.
- Able to understand Hindi language.

PROFESSIONAL TRAINING & CERTIFICATE OBTAINED

- Programming Language : VB. Net, HTML, ASP.NET, SQL and PL/SQL.
 - Database : MS Access
 - Application Software : MS Word, Excel, PowerPoint, Macromedia
 - Hardware : Assembling, Disk Partition, Software Installation
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ACADEMIC PROJECT

International Diploma in Computer Studies

- Title : **Student Payment System**
- Working Area : Administrative
- Tools : MS Word, Excel, Access, Project, Visio, UML
- Programming Language : Microsoft VB.Net

DECLARATION

I certify that all information stated in this resume is true and complete to the best of my knowledge. I authorize to verify the information provided in this resume.

Thank You
Mohammad Faisal Ahammad Sarker