MUHTASIM ISLAM

muhtasimislam04@gmail.com | +1(825)365-0160 | Calgary T2M 1Z8 |

WWW: https://www.linkedin.com/in/muhtasim-islam-1bb849336/

**Summary**

Currently an undergraduate Student in the University of Calgary majoring in Computer Science. Have a vast knowledge in Computer Language, Graphic Designing, Sales (as a part-time job) and Customer services. Moreover, have an extensive knowledge in Generating Leads in B2B situation.

**Skills**

* Python
* JAVA
* HTML
* MS Outlook/Google Mail
* MS Teams
* Zoom Meeting
* Customer Service
* Sales
* B2B Lead Generation
* MS Word
* MS Excel
* MS PowerPoint
* LOGO Design
* Graphic Design
* Adobe Photoshop

**Experience**

1. **Customer Service Representative | GLOBAL FACES DIRECT | MAY 2024-AUG 2024**
* Regulated smooth collection of funds for various charities across the globe
* Trained entry level employee for door-to-door fundraising
* Conducted Regular Staff Meeting discussing new launched product and how to amplify customer service
* Taking Donor’s accusations and providing adequate solutions
1. **Tuition Teacher | Private | AUG 2021-MAY 2022**
* Actively completing student’s syllabus
* Taking Students’ concern and solving the problems
* Developing a sweet relationship with students and maintaining the decorum of the class
1. **Branch Supervisor | HANDS FOR PAWS | FEB 2020 – AUG 2023**
* Monitor if pets are rescued and groomed properly
* Maintain a sweet decorum throughout the center and dealing with customer accusations and solving them.
1. **IMUN CAMPUS AMBASSADOR | INTERNATIONAL MOCK UNITED NATIONS | APR 2021- MAY 2021**
* Organized and promoted campus events to promote the brand and increase the sales
* Assisted with the development of marketing materials such as flyers, brochures and posters
* Created Social media account to promote the brand and engage with more customer to buy the plans
* Facilitate networking opportunities to students of various institution to add to the promotion.

 **5. Customer Service Representative | SHAJGOJ | FEB 2020-APR 2023**

* Manage and Oversee the performance of afternoon shift staff
* Monitor the health and behaviors of customer, ensuring they are comfortable and well-cared for
* Dealing with customer accusations

**1. Cybersecurity virtual experience program on Forage| MASTERCARD | MAR 2025**

* Completed a job simulation and served as an analyst on Mastercard Security Awareness Team
* Helped identity and report security threats such as phishing
* Analyzed and identified which areas of the business needed for robust security training and implemented training courses and procedure for those teams

 **2. Cybersecurity virtual experience program on Forage| TELSTRA | MAR 2025**

* Responding to Malware attack
* Analyzing the attack
* Mitigate the Malware attack
* Noting incident postmortem

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**Education and Training**

* Primary Education | SOUTH BREEZE SCHOOL | HIGHSCHOOL | A-LEVELS
* University | UNIVERSITY OF CALGARY | COMPUTER SCIENCE
* Sales Training | SHAJGOJ | JAN 2020- FEB 2020
* Customer Service Representative | GLOBAL FACES DIRECT | APR 2024 – MAY 2024

**ECA/ VOLUNTARY EXPERIENCES**

* Participated in International Model United Nations and was awarded as the best delegate
* Participated in DUKE of EDINBURGH AWARDS (gold standards)