



Shiful Islam

DIPLOMA IN COMPUTER ENGINEERING

EDUCATION



SSC (Secondary School Certificate)

2019

Shishu Niketan Secondary School

GPA: 3.44



DIPLOMA IN COMPUTER ENGINEERING

2023

Infra Polytechnic Institute

CGPA: 3.28



Android App Development

2023

Creative IT Institute

EXPERIENCE



Brand Partner (BP)

2021 – 2022

Memora Global LTD

- Promoted company products and supported brand growth initiatives.
- Assisted in increasing customer awareness and engagement.
- Contributed to sales and marketing activities.



E-commerce & Operations Executive (Night Shift)

Apr 2024 – Jun 2024

Khan Gadget

- Managed night shift e-commerce operations including customer support and order handling.
- Responded to customer inquiries across multiple digital platforms (Facebook, WhatsApp, etc.).
- Handled inventory tasks including product receiving, listing, and quality control (QC).
- Coordinated product distribution across showrooms and maintained stock records.
- Performed basic hardware upgrades (RAM, SSD) and maintained data using Google Sheets.
- Managed incoming customer calls during night hours and provided support.

CONTACT ME



LOCATION

Anol, Dokkhin Khan, Uttara, Dhaka



PHONE

01636259920



EMAIL

sishihabt20@gmail.com

PRO SKILL

MS Office	90%
Email Management	90%
Troubleshooting	90%
Graphic Design	80%
App Development	85%
Good Communication	90%
Computer Hardware	85%
Leadership	85%
Knowledge Transfer	85%



Content Moderator (IMO Platform)

Nov 2024 – Dec 2024

Genex Infosys Ltd.

- Reviewed user-generated content on the IMO platform to ensure compliance with community guidelines.
- Identified and removed content that violated platform policies and safety standards.
- Applied moderation policies accurately while maintaining quality and consistency.
- Escalated complex or policy-sensitive cases to the appropriate team when required.
- Maintained confidentiality and adhered to company moderation procedures.

Training: Successfully completed a 23-day Content Moderation Training Program in October 2024, covering IMO Community Guidelines, content review procedures, policy enforcement, and moderation tools.



IT Sales, Technical Support & Client Training Executive

Jan 2025 – Feb 2026

Supoth IT

- Managed software and hardware sales through online platforms and direct communication.
- Provided remote technical support using tools like UltraViewer.
- Created marketing content including ad captions and social media posts.
- Conducted client training sessions for software usage and onboarding.
- Participated in client meetings and assisted in closing sales deals.

OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

LANGUAGE

Bangla

English

Hindi


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