

# Md Abu Bakkar Absar

## IT/ Networking Professional

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A dynamic and work oriented Electrical and Electronic Engineer having experience in Banking and Customer Service sector. Also gained sound knowledge about IT and Networking by completing CCNA course. Seeking a challenging position in the field of IT/ Networking in any reputed organization that will provide opportunity to integrate my professional skills.

## Work Experience

### TRANSFER CLERK (JUL-2022 to Current)

Redha Al Ansari Exchange (Dubai, UAE)

Department: Branch Operation

key Responsibilities:

- Monitor Anti-Money laundering issues and verify KYC.
- Remittance and WPS (Wages Protection System) processing.
- Compliance regulations and processing various utility services.
- File monitoring and maintaining and other general banking as required.

### EXECUTIVE (Operations) (Jan-2018 to Aug-2019)

Genex Infosys (Chittagong, Bangladesh)

key Responsibilities:

- Train new call center personnel.
- Prepare them to respond to customer and complaints.
- Preparing call center performance report.
- Evaluate individual performance reviews.

## Education

Bachelor of Science in Electrical and Electronic Engineering

Premier University (Bangladesh), 2021

## Training/ Certification Course

- CCNA from Galaxy Computer Education, Abu Dhabi.
- Industrial Technology on Electrical Engineering & Instrumentation from TICI, Bangladesh.

## Skills

- Microsoft office suite
- Microsoft 365 (outlook)
- Microsoft Server (Basic)
- English (Advance)
- Hindi (Conversational)
- Bengali (Native)

I myself assure that, all the information provided in this resume is true and no misinformation is given here.