

Curriculum Vitae

Kamrul Islam

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Career Objectives

To build a rewarding career in a dynamic and forward-thinking organization where I can leverage my experience in web development, IT support, WordPress development, video editing, and modern technologies to deliver effective and practical solutions. I am committed to continuous learning, professional growth, and contributing to organizational success through technical expertise, creative problem-solving, adaptability, and collaborative teamwork.

Professional Experiences

B&F Corporate — Assistant IT Manager

2 Years

Joined as: IT Executive

Promoted after 1 year

Key Responsibilities

Web Development & Website Management

- Monitor, troubleshoot, and maintain company websites to ensure proper functionality, availability, and performance.
- Test website forms and verify successful submission and delivery through cPanel Webmail.
- Perform malware scanning, detection, removal, and basic website security maintenance.
- Manage DNS configurations and ensure proper domain connectivity and resolution.
- Monitor SSL certificates and install or configure SSL when required.
- Monitor domain and hosting expiration dates and manage timely renewals.
- Develop new websites according to specific business requirements and organizational needs.
- Manage cPanel and cPanel Webmail access, including password updates and user access support.

IT Support & Office Technical Operations

- Troubleshoot and resolve hardware, software, operating system, and general technical issues on office PCs.
- Install, configure, and activate Microsoft Office applications and troubleshoot Microsoft Outlook-related email, file synchronization, and access issues.
- Manage employee VPN access, including account setup, login support, troubleshooting, and renewal management.
- Troubleshoot and resolve internet, LAN, and connectivity issues affecting office users.
- Configure and maintain employee Outlook email access and support account-related issues.

- Support cPanel Webmail access for employees following password or account changes.
- Manage office printers and provide day-to-day printing support for official documents.

Creative & Office Documentation Support

- Prepare and edit office documents according to organizational requirements.
- Edit images and create visual materials using Adobe Photoshop and Illustrator.
- Design and edit company logos, ID cards, lanyards, posters, and banners using templates and required specifications.

B&F Corporate — Video Editor

1 Year

Key Responsibilities

Video Editing

- Edit and assemble raw footage into polished, engaging, and purpose-driven video content.
- Perform cutting, trimming, sequencing, transitions, and scene arrangement according to content requirements.
- Develop engaging edits through storytelling, pacing, rhythm, timing, and narrative flow.
- Adapt editing style and visual presentation according to content type, target audience, and platform requirements.
- Integrate footage, graphics, images, music, voiceovers, and sound effects into complete video projects.

Post-Production

- Perform audio editing, noise cancellation, noise reduction, audio enhancement, voice cleanup, synchronization, volume balancing, and basic sound mixing.
- Apply sound effects (SFX), background music, voiceovers, and other audio elements as required.
- Perform color correction and color grading to improve exposure, contrast, consistency, tone, mood, and overall visual quality.
- Create and integrate motion graphics, animated text, titles, lower thirds, overlays, and other visual elements.
- Use effects, keyframing, masking, compositing, and other post-production techniques where required.
- Add subtitles, captions, text overlays, and other on-screen elements.
- Perform framing, cropping, resizing, aspect-ratio adjustments, and visual cleanup.
- Review final edits, identify visual and audio issues, and perform necessary revisions before delivery.
- Maintain organized project files, source footage, audio, graphics, AI-generated assets, and exported versions.

AI-Assisted Video & Content Creation

- Develop creative concepts, content ideas, scripts, scene structures, and prompts for AI-assisted video production.
- Generate AI-based videos, individual scenes, images, illustrations, backgrounds, voiceovers, narration, and other creative assets.
- Integrate AI-generated videos, images, audio, and visual assets into complete video productions.

- Edit and refine AI-generated content to improve storytelling, continuity, pacing, visual consistency, and overall quality.
- Combine AI-generated assets with traditional footage and manually created graphics where required.
- Apply AI-assisted creative workflows to improve content production efficiency and expand visual possibilities.

Social Media Management & Video Publishing

- Manage social media video content and publishing activities according to content plans and organizational requirements.
- Optimize videos for different platforms, including aspect ratio, resolution, duration, format, captions, and presentation style.
- Prepare thumbnails, cover images, titles, captions, hashtags, descriptions, and other publishing assets.
- Adapt and repurpose video content for multiple social media platforms and formats.
- Schedule and publish video content and ensure proper presentation and formatting after publication.
- Maintain organized libraries of published videos, thumbnails, captions, and supporting social media assets.

Velocity Digital Inc. — Front-end Developer

1.5 Years

Key Responsibilities

- Develop responsive and user-friendly web interfaces based on project requirements and design specifications.
- Build modern web pages and interactive interfaces using HTML5, CSS3, JavaScript (ES6), and React.js.
- Implement responsive layouts and consistent user experiences across desktop, tablet, and mobile devices.
- Convert UI/UX and Figma designs into functional, reusable, and responsive interfaces.
- Develop reusable components and maintain structured, modular, and maintainable front-end code.
- Implement modern UI styling using Tailwind CSS, Bootstrap, DaisyUI, and Shadcn/UI where required.
- Integrate front-end interfaces with REST APIs and back-end services.
- Handle forms, validation, user interactions, dynamic content, navigation, routing, and application interfaces.
- Optimize websites and web applications for performance, usability, responsiveness, and cross-browser compatibility.
- Troubleshoot and resolve front-end issues involving layout, functionality, responsiveness, JavaScript, and browser compatibility.
- Perform testing and debugging using browser developer tools and other debugging techniques.
- Collaborate with designers and developers to implement UI improvements and project requirements.

- Maintain and update existing applications based on new requirements and feedback.
- Use Git/GitHub for version control and collaborative development.

JobMatchingBD.com — WordPress Developer

1 Year — Internship & Full-Time

Key Responsibilities

- Managed and maintained the company's WordPress-based job portal website.
- Published, updated, and managed job listings and other website content through WordPress.
- Conducted daily website checks to identify and resolve functional, content, and technical issues.
- Managed routine WordPress maintenance, plugin updates, and compatibility-related issues.
- Kept the website updated with relevant WordPress technologies, features, and maintenance practices.
- Performed ongoing website updates, troubleshooting, and general WordPress administration.

Robi Helpline & Banglalink Helpline — Customer Service

4 Years Combined Experience

Key Responsibilities

- Handle incoming customer calls and listen attentively to customer concerns, service requests, and technical issues.
- Identify customer needs and provide accurate and appropriate solutions based on the reported issue.
- Manage customer information, service-related cases, and issue details through CRM and dedicated service interfaces.
- Escalate network, internet, and other technical service-related issues to appropriate backend/support teams and follow up where necessary.
- Resolve customer issues effectively and provide suitable alternative solutions when a direct resolution is unavailable.
- Maintain a customer-focused and solution-oriented approach when handling unresolved requests.
- Promote relevant company products and services and perform upselling based on customer needs and eligibility.
- Prepare daily operational and performance reports and maintain accurate performance records.
- Monitor call-handling quality and continuously improve service efficiency and individual performance.
- Use customer feedback and performance evaluations to identify areas for improvement.
- Stay continuously updated with the latest company service information, product details, packages, offers, policies, procedures, and related database/system updates to provide accurate customer support.

Pizza Hut — Customer Service Representative & Server

2 Years Combined Experience

Key Responsibilities

Customer Service & Order Management

- Warmly greet customers and provide professional and welcoming service.
- Determine customer requirements and process dine-in or takeaway orders accordingly.
- Process takeaway orders through the POS system and handle customer payments accurately.
- Provide realistic preparation and service times and follow up on order readiness.
- Manage Foodpanda orders, including confirmation, processing, preparation coordination, and rider handover.
- Ensure completed takeaway and delivery orders are properly prepared and dispatched.

Dine-in Service & Customer Experience

- Welcome dine-in customers and assist with comfortable seating arrangements.
- Provide menus, receive and reconfirm orders, and coordinate food service according to the appropriate sequence.
- Monitor customer satisfaction and follow up on food quality, service, comfort, and additional requirements.
- Prepare customer bills, process payments, provide receipts, and return change accurately.
- Ensure a positive overall dining experience and provide professional farewell service.

Restaurant Operations, Hygiene & Inventory

- Perform daily bar setup and maintain cleanliness, hygiene, and service standards.
- Prepare and submit daily sales and inventory reports.
- Conduct weekly and monthly inventory checks, reconcile records, and submit verified reports to management.
- Maintain accurate service and inventory records to support smooth restaurant operations.
- Stay updated with new menu items, products, service procedures, and restaurant-related information.

Professional Skills - Computer Literacy

Overview:

Skilled in providing comprehensive computer and IT support, with practical experience in system installation and configuration, software and hardware troubleshooting, printer support, network and connectivity troubleshooting, and routine system maintenance. Proficient in Microsoft Office applications and Microsoft Outlook setup and troubleshooting, along with effective file and data management. Additionally experienced in basic CCTV camera setup, configuration, monitoring, and management. Key areas of expertise and practical experience include:

Office Applications

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Outlook – Setup & Troubleshooting

Computer & IT Support

- Windows Installation, Setup & Configuration
- Software Installation, Updates & Troubleshooting
- Basic Hardware Troubleshooting
- Printer Installation & Troubleshooting
- Computer Maintenance & System Optimization
- Driver Installation & Configuration
- Basic Network Setup & Troubleshooting
- Internet, LAN & Wi-Fi Troubleshooting
- File, Folder & Data Management
- System Backup & Data Management
- Basic CCTV Camera Setup, Configuration & Management
- Basic CCTV Troubleshooting & Monitoring

Email & Communication

- Email Account Setup & Configuration
- Outlook Configuration & Troubleshooting
- Professional Email Management
- Basic Cloud Storage & File Sharing

Professional Skills – Web Development

Web Development

Overview:

Experienced in developing modern, responsive, and scalable web applications using the MERN stack and a range of contemporary web technologies. Strong practical experience in front-end development with React.js, HTML5, CSS3, Tailwind CSS, DaisyUI, Shadcn/UI, and Bootstrap, along with back-end development using Node.js, Express.js, MongoDB, JWT, and Supabase with PostgreSQL. Comfortable working with Next.js, TypeScript, Rust, and Tauri v2, with additional familiarity in Redux, IndexedDB, Progressive Web Apps (PWA), Web Push Notifications, PHP, and Laravel. Experienced in integrating third-party services such as Firebase and deploying web applications through platforms including Vercel and Netlify. Also familiar with domain, DNS, hosting, email, and website management through cPanel and GoDaddy. Key areas of expertise and practical experience include:

Expertise:

- HTML5
- CSS3
- React.js
- Tailwind CSS
- DaisyUI
- Bootstrap
- Firebase

Comfortable:

- JavaScript (ES6)
- MongoDB

- Node.js
- Express.js
- JWT
- Supabase (PostgreSQL)
- Rust
- Tauri v2
- TypeScript
- Next.js
- Shadcn/UI

Familiar:

- Redux
- IndexedDB
- Progressive Web App (PWA)
- Web Push Notifications
- PHP
- Laravel

Tools & Platforms:

- VS Code
- GitHub
- Figma
- Vercel
- Netlify
- Chrome DevTools
- cPanel – Web Hosting, Domain, DNS & Email Management
- GoDaddy – Domain, DNS & Hosting Management

WordPress Development

Overview:

Experienced in developing, customizing, maintaining, and optimizing WordPress websites, with practical experience in Elementor and Elementor Pro-based website development. Skilled in WordPress installation, setup, plugin installation and configuration, website backup management, customization, performance optimization, and basic website security maintenance. Key areas of expertise and practical experience include:

Expertise:

- WordPress
- Elementor
- Elementor Pro
- WordPress Website Development
- Website Customization

Comfortable:

- WordPress Installation & Setup
- Plugin Installation & Configuration

- Plugin Updates & Maintenance
- Website Backup Management
- Theme Customization
- Website Performance Optimization

Familiar:

- WordPress Troubleshooting
- Basic Website Security
- Website Malware Removal & Cleanup
- WordPress Maintenance

Tools & Platforms:

- WordPress Admin Dashboard
- cPanel
- GoDaddy

Professional Skills – Video Editing & AI-Assisted Content Creation

Overview:

Experienced in end-to-end video production, editing, and post-production, with practical expertise in transforming raw footage and creative concepts into polished, engaging, and platform-ready video content. Skilled in storytelling, video pacing, audio editing, sound design, noise reduction, audio enhancement, color correction and grading, motion graphics, visual effects, and creative compositing. Experienced in AI-assisted content creation, including concept development, script writing, AI-generated video, images, scenes, voiceovers, and other visual and audio assets, followed by professional editing and refinement. Also experienced in preparing, optimizing, creating thumbnails for, managing, and publishing video content across social media and digital platforms. Key areas of expertise and practical experience include:

Expertise:

- Video Editing & Post-Production
- Storytelling, Story Building & Narrative Flow
- Video Pacing, Timing & Rhythm
- Audio Editing & Sound Synchronization
- Audio Noise Cancellation & Noise Reduction
- Audio Enhancement & Voice Cleanup
- Color Correction & Color Grading
- Motion Graphics & Animated Text
- Visual Effects & Creative Compositing
- Social Media Video Content Creation

Comfortable:

- AI-Assisted Video Content Creation
- AI Video Generation
- AI Image Generation
- AI Scene & Visual Generation

- AI-Assisted Voiceover & Audio Generation
- Script Writing & Scene Planning
- Creative Concept Development
- Prompt-Based Content Generation
- AI-Generated Asset Integration & Editing
- Social Media Video Optimization
- Video Thumbnail Creation
- Multi-Platform Video Formatting

Familiar:

- Content Repurposing
- Social Media Content Management
- Video Scheduling & Publishing
- Platform-Specific Video Optimization

Tools & Platforms:

Video Editing & Design

- Adobe Premiere Pro
- Adobe After Effects
- DaVinci Resolve
- CapCut
- Final Cut Pro
- Adobe Photoshop
- Adobe Illustrator

Audio

- Adobe Podcast
- Audacity

AI Video Generation

- Gemini Omni Flash
- Google Veo
- ChatGPT Sora
- Kling 3.0

AI Image Generation

- Google Nano Banana
- ChatGPT Image 2
- Higgsfield Soul
- Kling

Education Qualifications

Bachelor of Science (BSc):

Institute Name	Port City International University
Department	Natural Science
Subject	Computer Science & Engineering
Major	Web Development

Higher Secondary Certificate (H.S.C):

Institute Name	Sitakund University College
Group	Science
Board	Chittagong
Passing Year	2015
GPA	3.50 (Out of 5.00)

Secondary School Certificate (S.S.C):

Institute Name	Mahamudabad High School
Group	Science
Board	Chittagong
Passing Year	2013
GPA	4.81 (Out of 5.00)

Language Skills

Bangla — Fluent

- Reading
- Writing
- Speaking

English — Good Command

- Reading
- Writing
- Speaking

Hindi — Conversational

- Speaking
- Listening

Personal & Professional Skills

- Punctuality & Work Discipline – Maintain professional standards, responsibility, and punctuality in day-to-day work.
- Continuous Learning & Adaptability – Willing to learn new technologies, tools, techniques, and adapt to changing work environments.

- Problem-Solving Mindset – Approach technical and operational challenges with a practical, analytical, and solution-oriented mindset.
- Teamwork & Independent Working – Work effectively both collaboratively within a team and independently when required.
- Communication & Customer Handling – Communicate professionally with colleagues, clients, customers, and stakeholders while maintaining positive working relationships.

Hobbies

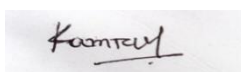
- Travelling
- Watching Movies
- Playing Mobile Games
- Reading Books & Newspapers
- Playing Indoor & Outdoor Games

Personal Information

Full Name	-	Kamrul Islam
Father's Name	-	Md Khairul Basher
Mother's Name	-	Aleya Begum
Date of Birth	-	16 December 1998
Religion	-	Islam
Gender	-	Male
Nationality	-	Bangladeshi
Marital Status	-	Married
Blood Group	-	AB (+) ve
Present Address	-	Road No #01, South Khulshi, Khulshi, Chittagong
Permanent Address	-	North Mahamudabad, Barabkund, Sitakund, Chittagong

Declaration

I hereby declare that the information provided in this CV, including my educational qualifications, professional experience, skills, and personal details, is true and accurate to the best of my knowledge and belief. I take full responsibility for the accuracy and authenticity of the information provided.



Kamrul Islam

02 September, 2026