

Kazi Nazmul Islam Sahil

kazi.sahil@wmich.edu | +1(269)217-2007 | <https://www.linkedin.com/in/kazi-nazmul-islam-sahil-236382326>

Career Objective

Enthusiastic marketing professional seeking an entry-level position to leverage strong skills in social media marketing and content creation and contribute to achieving company marketing goals.

Education

Western Michigan University, Kalamazoo, MI

Business in Bachelors Administration (CGPA 3.47)

Major: Food Marketing

Minor: Fashion Merchandising and General Business

Anticipated Graduation: **Spring 2026**

Taylor's University Lakeside Campus, Malaysia

(May 2021)

Associate's degree: American Degree Transfer Program: Business (CGPA 3.03)

Marketing Projects

Video Shoot and Website Development (SAHIL GROUP BANGLADESH)

(Spring 2023)

- Led a team of 4 people in constructing a professional video to market for international buyers.
- Created a company website with my team that provides information of the services, and the machineries used by the company. (Online Portfolio)

Work Experience

WESTERN MICHIGAN UNIVERSITY

OIT Helpdesk Technician: Tech 1 and Tech 2

(Oct 2023- Present)

- Provided technical support to university community members, resolving a wide range of hardware and software issues. Assisted students with e-learning systems, ensuring seamless access to course content.
- Efficiently handled user-related phone calls and reported telecommunication problems.
(Browser troubleshooting <Application execution troubleshooting <Network log in assistance <University wired/wireless connectivity troubleshooting <Virtual Private Network (VPN) connectivity troubleshooting <Customer Support <Endpoint Management <Class Tech <Deploying Computers to Staff <Imaging devices <Class Tech Carts <A/V Tech/ Projectors <Field Services)

Student Facility manager:

(Aug 2024- Oct 2024)

- Managed evening and weekend facility operations, including troubleshooting AV equipment and ensuring guest safety.
- Supervised and provided work direction to student employees, fostering a professional and inclusive environment.
- Provided event assistance and resolved guest issues, demonstrating strong problem-solving and customer service skills.
(Customer Service < Leadership <Critical Thinking < Daily Operations <A/V equipment troubleshoot <Guest Assistance <Workplace Safety <Student Supervising)

Alumni Association: Call Centre:

(July 2023- Aug 2023)

- Facilitated events to connect alumni with the university, strengthening community ties.
- Developed marketing strategies to promote alumni engagement and increase participation in association activities.
- Collaborated with university departments to create networking opportunities for alumni and student mentorship.
(Donor Solicitation <Interpersonal Communication)