

EXPERIENCE

Telesales Executive

Janitorial Project

01/2025 - Present

Fixing Meeting over The call For Janitorial Service.

Customer Relationship Manager

Skytech Solitions Ltd. ↗

01/2024 - 06/2024

- Building New Customers Over the Call and having a good Relationship With customers
- Working Under Pressure with my team.
- Achieving targets Continually and awarded

Customer service Representative

Impel Service And Solutions Limited ↗

01/2023 - 01/2024

During my tenure at Impel Service and Solutions, I provided exceptional customer support, handling inquiries, resolving issues, and ensuring customer satisfaction. I developed strong communication and problem-solving skills, effectively managing customer concerns through phone, email, and chat support.

Key Responsibilities:

Assisted customers with product/service-related queries, ensuring timely and accurate responses.

Resolved complaints efficiently, enhancing customer satisfaction and retention.

Maintained detailed records of customer interactions and feedback for process improvement.

EDUCATION

Computer Science and Technology

Saic Institute Of Management & Technology

08/2024 - Present

Diploma

Buisess Studies

Goverment Mollartek Udayen School and Collage

01/2023 - 12/2024

HSC

SUMMARY

dedicated and customer-focused professional with 2 year+ of experience as a Customer Service Representative at Impel Service and Solutions. Skilled in handling customer inquiries, resolving issues efficiently, and ensuring high levels of customer satisfaction. Strong communication, problem-solving, and multitasking abilities, with a proven track record of delivering exceptional support through phone, email, and chat. Adept at maintaining detailed records, collaborating with teams, and optimizing service processes. Passionate about enhancing customer experiences and contributing to business success.

SKILLS

Content Writing	Intermediate
AI Prompt	Intermediate
Google ads	Advanced
Market Research	Advanced
Microsoft Office	Expert
Building relation In Customers	Expert
Social Media Marketing	Expert

LANGUAGES

Hindi	Fluent
English	Fluent
Bangla	Native

CERTIFICATES

Certified Customer Satisfaction Mastary

BDskills.gov.bd

01/2023 - 10/2023