



NAZMUL HASSAN KABIR

CUSTOMER SUPPORT REPRESENTATIVE

OBJECTIVE

Enthusiastic and proactive professional with over ten years of experience in customer support, account management, and team leadership within the betting and iGaming industry. Adept at managing diverse teams, training personnel, and delivering exceptional client satisfaction. Skilled communicator with expertise in CRM platforms, fluent in Hindi, Urdu, English (B2+), and Bangla.

ABOUT ME

- 📍 Shoildubi, Kashimpur, Gazipur, Bangladesh
- 📞 Phone+8801850077778
- ✉️ kabir.twilight@gmail.com

SKILL

Salesforce, Intercom, Slack, Zendesk ● ● ● ● ●

Microsoft Office Suite (Word, Excel, PowerPoint) ● ● ● ● ●

Google Workspace (Docs, Sheets) ● ● ● ● ●

SOCIAL

- 🌐 [linkedin.com/in/nazmul-hassan-kabir-7412b561](https://www.linkedin.com/in/nazmul-hassan-kabir-7412b561)
- 📧 join.skype.com/invite/pgpV3oXXJw
Eg

LANGUAGE

Bangla ● ● ● ● ●

English ● ● ● ● ●

Hindi & Urdu ● ● ● ● ○

EDUCATION

- 2022/09 ATISH DIPANKAR UNIVERSITY OF SCIENCE AND TECHNOLOGY (ADUST)
- 2025/12 BSc in Textile Engineering
- 2004/07 INSTITUTE OF TEXTILE ENGINEERING AND INFORMATION TECHNOLOGY (I-TEIT)
- 2008/08 Diploma in Textile Engineering
- 1993/01 KADAMTALA PURBO BASHABO HIGH SCHOOL
- 2004/04 Secondary School Certificate (SSC)

EXPERIENCE

- 2020/01 PARIMATCH
Team Leader & Trainer (Customer Support Representative)
 - Managed outsourced customer support teams across Bangladesh, India, and Nepal, ensuring top-tier service delivery.
 - Designed and implemented training modules for new recruits, focusing on customer service excellence and technical skill development.
 - Conducted performance evaluations, provided feedback, and motivated team members to achieve key performance metrics.
 - Facilitated seamless coordination with cross-functional teams to meet and exceed client expectations.
- 2014/01 MOSTBET, 1XBET, OLYMP CASINO & PARIMATCH
- 2019/12 Customer Support Representative & Team Lead
 - # Assisted general clients with account management and inquiries, providing tailored solutions to meet their specific needs.
 - # Managed client feedback and implemented suggestions to improve the overall customer experience.
 - # Delivered real-time customer support via live chat, ensuring quick and efficient resolution of client queries.
 - # Collaborated with the technical and promotions teams to address customer concerns effectively.
 - # Maintained detailed logs and reports of customer interactions, ensuring compliance with company policies.
 - # Provided live chat and ticket support for clients, addressing inquiries and resolving issues with a focus on first-contact resolution.
 - # Promoted to Team Lead, overseeing a team of many support agents to maintain quality and consistency in service delivery.