



Over 6 years of experience in customer care management sector & telecommunication in Bangladesh. Specializes in various call center operational activities, analytics and growth strategies. Worked with various start-up projects, campaign management, training & learning activities as a supervisor, mentor, and quality analyst.

## Contact



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Dhaka, Bangladesh

## Skills

Adobe Illustrator ● ● ● ● ● ●

Adobe Photoshop ● ● ● ● ● ●

Video Editing ● ● ● ● ● ●

Microsoft Excel ● ● ● ● ● ●

Power Point ● ● ● ● ● ●

Google Sheet ● ● ● ● ● ●

# ZAVID IQBAL

Operations Manager  
ServiceChai BD Ltd.

## Work Experience

### 2018 - Current

**Operations Manager,  
ServiceChai BD Ltd.**

**Pioneer member of ServiceChai, a BPO firm where I am managing full operation.**

- Manage operations
- Co-ordination with clients
- Process analysis and development
- Emergency support for any kind of issues
- Business development

### 2017 - 2018

**Senior Executive,  
Training,  
Uber Process,  
Genex Infosys Ltd.**

**Played a big role as a trainer of Uber process which was newly introduced that year.**

- Managing and conducting training
- Simplifying the knowledge portal of Uber to make it easy for front liners.
- Preparing PowerPoint slides and maintaining daily performance based of KPI.
- Floor support and floor management.

### 2016 - 2017

**Senior Executive,  
Quality Assurance,  
GP Process,  
Genex Infosys Ltd.**

**First permanent job experience where I had a new challenge to work as a QA member.**

- Monitor phone calls to ensure quality customer service.
- Prepare daily quality report and update accordingly.
- Monitor performance and give necessary feedback to supervisor and agent on a

### 2014 - 2016

**Senior Apprentice  
Customer Service  
Grameenphone Ltd.**

**My first job experience where I started as an agent and ended up as a trainer.**

- Capture customer insights and escalate complaints and provide timely feedback.
- Worked with Training and Information Management Team as a Mentor.
- Worked on special assignment at Training & Campaign Management (TCM)

## Training & Learning

- Trained on Customer Service, People Handling, Target Achievement. Later worked as a trainer, mentor & quality analyst.
- Attended various skill training like- management skill, leadership, presentation, time management etc.
- I have completed professional course on Graphic Design, Digital Marketing, Photo Editing, Video Editing.
- I have advanced knowledge at Microsoft Excel, Power-point, Google Sheet, Advance Reporting, Analysis etc.

## More About Me




I am a self-starter with a variety of experiences that could be a perfect fit for an organization who is looking for a dynamic person. I worked for both start-up and well-known organizations in different positions; also was a part of business development, planning & analytical team.

I have sound knowledge in Excel, Google Sheet, Power-Point, Graphics Design, Photoshop, Video Editing, HTML, CSS etc. I love to learn new things and eager to be a valuable asset for any organization.

## Experties

Graphic Design	● ● ● ● ● ●
Digital Marketing	● ● ● ● ● ●
Management	● ● ● ● ● ●
Leadership	● ● ● ● ● ●
Communication	● ● ● ● ● ●
Training	● ● ● ● ● ●

## Social Presence

	<a href="https://www.facebook.com/-zavzim">https://www.facebook.com/-zavzim</a>
	<a href="https://www.linkedin.com/in/-zavid-iqbal-15a156176/">https://www.linkedin.com/in/-zavid-iqbal-15a156176/</a>
	live:887b67c7f44fe12d

## Education

### MA in Applied Linguistics & ELT

University of Asia Pacific, Dhaka.  
Session- 2016-2017

- Major- English
- CGPA- 3.73 out of 4.00

### BA (Hons) in English

University of Asia Pacific, Dhaka.  
Session- 2012-2015

- Major- English
- CGPA- 3.67 out of 4.00

### H.S.C.

Dhaka College  
Session- 2007-2008

- Major- Science
- GPA- 5.00

### S.S.C.

Jamalpur Zilla School, Jamalpur  
Session- 2005-2006

- Major- Science
- GPA- 5.00

## Personal Information

Father's Name	A.K.M. ZUNAID IQBAL
Mother's Name	REBEKA SULTANA
Date of Birth	09 Dec, 1991
Gender	Male
Marital Status	Married
Spouce Name	UMME SALMA
Religion	Islam
Nationality	Bangladeshi

## Interests

