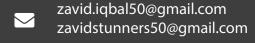


Over 6 years of experience in customer care management sector & telecommunication in Bangladesh. Specializes in various call center operational activities, analytics and growth strategies. Worked with various start-up projects, campaign management, training & learning activities as a supervisor, mentor,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

Contact

+8801748118587



37, R# 18, Nikunja 2, Khilkhet,Dhaka, Bangladesh

Skills

Adobe Illustrator

Adobe Photoshop

Video Editing

Microsoft Exel

Power Point

• • • • • • •

Google Sheet

ZAVID IQBAL

Operations Manager ServiceChai BD Ltd.

Work Experience

2018 - Current

Operations Manager, ServiceChai BD Ltd.

2017 - 2018

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

2016 - 2017

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

2014 - 2016

Senior Apprentice Customer Service Grameenphone 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

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.

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

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

- https://www.facebook.com/zavzim
- in https://www.linkedin.com/in/-zavid-iqbal-15a156176/
- S 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 NameA.K.M. ZUNAID IQBALMother's NameREBEKA SULTANA

Date of Birth 09 Dec, 1991

Gender Male

Marital Status Married

Spouce Name UMME SALMA

Religion Islam

Nationality Bangladeshi

Interests







