# **Rahat Chowdhury**

Team Leader of Customer Support & Success





# **Personal Info**

### Address

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#### Phone

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#### F-mail

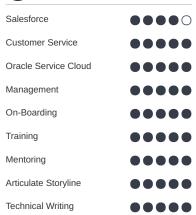
rahat.c01@gmail.com

#### LinkedIn

https://www.linkedin.com/in/rahatc



# Skills





## Software

Full-Stack Web
Development

HTML & CSS

JavaScript

SQL



# Experience

## Mar 2018 present

## **Team Leader of Customer Support & Success**

Newsel

- Recruited, trained and managed team of 12 Customer Support and Success agents.
- Developed training programs for Customer Support and Community departments.
- · Created and maintained internal Knowledge Base for Customer Support.
- · Established on-boarding program for New Schools and Small Districts.

Jan 2017 -Mar 2018

# **Customer Care Training Manager**

Payoneer

- · Lead trainer for Customer Care associates in the United States.
- · On-boarded and developed new associates in course style training.
- Conducted ongoing training for new financial products and services.
- · Built e-Learnings via Storyline on a weekly basis.
- · Developed and train new members of Management team.
- Ran Quality Assurance to identify trends and overall knowledge gaps.

Dec 2015 -Jan 2017

# Customer Care Knowledge Expert

Payoneer

- · Acting shift supervisor as part of daily routine.
- · Answered questions from staff and provide guidance and feedback.
- · Anticipated escalation and take over calls when needed.
- Measured performance with key metrics such as call abandonment, calls waiting etc.
- · Assisted in onboarding new employees and assistance in initial training.

Jun 2015 -Nov 2015

# **Global Logistics Coordinator**

Choice Logistics

- Arranged customized shipping solutions to over 200 clients within a network of strategic stocking locations, distribution centers, and in country hubs.
- Ensured that orders are completed according to client specifications.
- Monitored internal progress against deadlines set for client based on service level agreements.
- Liaised with network partners to resolve service issues and communicate with clients accordingly.
- Maintained good working relations with clients and vendors to ensure customer satisfaction.

Nov 2012 -Aug 2014

# **Toy Demonstrator**

014 FAO Schwarz

- Created memorable customer experiences by demonstrating unique and creative toys in a fun and friendly manner.
- Interacted and communicated with customers to determine and meet their merchandise requirements.
- Learned about new products and trained other employees on how to demonstrate them.
- Performed responsibilities by organizing and maintaining the floor in a first-rate visual presentation.
- Analyzed store budget goals and metrics in order to push sales and services to meet and exceed goals.



# **Education**

Sep 2018 -Mar 2019 Columbia University Fu Foundation School of Engineering and

**Applied Science** 

Full-Stack Web Development Bootcamp

Aug 2009 - Baruch College, City University of New York

May 2011 Pursued Major: Mathematics

Sep 2005 - Bronx High School of Science
Jun 2009 High School Advanced Regents Diploma