

Rahat Chowdhury

Team Leader of Customer Support & Success



Personal Info

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Skills

| | |
|----------------------|-------|
| Salesforce | ●●●●○ |
| Customer Service | ●●●●● |
| Oracle Service Cloud | ●●●●● |
| Management | ●●●●● |
| On-Boarding | ●●●●● |
| Training | ●●●●● |
| Mentoring | ●●●●● |
| Articulate Storyline | ●●●●● |
| Technical Writing | ●●●●● |



Software

| | |
|----------------------------|-------|
| Full-Stack Web Development | ●●●○● |
| HTML & CSS | ●●●●● |
| JavaScript | ●●●○● |
| SQL | ●●●○● |



Experience

Mar 2018 -
present

Team Leader of Customer Support & Success

Newsela

- 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

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 -
May 2011

Baruch College, City University of New York

Pursued Major: Mathematics

Sep 2005 -
Jun 2009

Bronx High School of Science

High School Advanced Regents Diploma