**RESUME OF**

**Floyd Emmanouel Aldridge**

32/4 Senpara Parbata,

Mirpur-10, Dhaka-1216

Cell No.: **01715343448**

E-mail: floyde.aldridge@gmail.com

**OBJECTIVES**

Climb to the acme of success by dint of acquired knowledge and experience in diversified fields of career.

**Personal Skills:**

Interpersonal skills

Teamwork skills

Leadership skills

Attention to detail

Enthusiasm

Initiative

Management and organizational skills

Willingness to learn

Ability to handle pressure and meet deadlines

Flexibility

**Executive Summery:**

**Contact Centre Representative:**

Duration:( 1st September 2020-till now)

**AB Bank Limited.**

30-31, Dilkusha C/A,BCIC,

Bhaban, Dhaka

**Customer Service Representative:**

Duration:( 14 November 2019-13 January 2020)

**United Parcel Service (UPS), Bangladesh**

##### Gulshan Circle-2, Dhaka-1212

##### Job Responsibilities

Determines requirements by working with customers.

Answers inquiries by clarifying desired information by researching, locating, and providing information.

Resolves problems by clarifying issues, researching and exploring answers and alternative solutions, implementing solutions, and escalating unresolved problems.

Fulfills requests by clarifying desired information; completing transactions, and forwarding requests.

Sells additional services by recognizing opportunities to up-sell accounts, and explains new features.

Maintains call center database by entering information.  
Keeps equipment operational by following established procedures, and reporting malfunctions.

Enhances organization reputation by accepting ownership for accomplishing new and different requests, and exploring opportunities to add value to job accomplishments.

**Assistant Kitchen stock maintenance officer (Intern:**

**Duration:**(November 2017-February 2018)

1 Minto Rd, Dhaka 1000

Manage daily operations under the direction of the general manager.

Ensure Stock according to guidelines.

Maintain inventory, order supplies, and ensure Store Stock operation is smooth.

Schedule, coordinate, and appoint activities to kitchen staff.

**Customer Service Executive (CSR):**

**Duration:**(November 2014- October 2017)

**Airtel Bangladesh**

Airtel Experience Center,

Shahid Bir Uttam Road, Dhanmondi, Dhaka.

##### Job Responsibilities

Inbound support General and VIP customer.

worked on Special Channel for retailer.

Answering Inbound customer support International customers

Answer questions about airtel product and services

Contact potential or existing customers to inform them about our service

Address any questions or issues customers may have

Making outbound telemarketing calls to promote and sell service.

Track and document calls and sales.

Offer solutions based on clients' needs.

Direct prospects and leads to the sales team.

Giving accurate feedback of queries over phone.

Refer unresolved customer grievances to designated persons for further investigation.

Learn details about our product and service offerings.

**Customer Support Executive Call Centre :**

**Duration:** (November 2012- October 2014)

**Airtel Bangladesh**

Airtel Experience Center,

Beside Regency hotel,

Tongi Diversion Rd,

Dhaka 1229

##### Job Responsibilities

Inbound support General and VIP customer.

worked on Special Channel for retailer.

Answering Inbound customer support International customers

Answer questions about airtel product and services

Contact potential or existing customers to inform them about our service

Address any questions or issues customers may have

Making outbound telemarketing calls to promote and sell service.

Track and document calls and sales.

Offer solutions based on clients' needs.

Direct prospects and leads to the sales team.

Giving accurate feedback of queries over phone.

Refer unresolved customer grievances to designated persons for further investigation.

Learn details about our product and service offerings.

**Customer Executive ( Front Desk ):**

**Duration:** (January 2009- December 2010)

**Grameen Phone Bangladesh**

36 patuatuly,Dhaka-1100

##### Job Responsibilities

Answer questions about GP product and services

Contact potential or existing customers to inform them about our service

Address any questions or issues customers may have

Refer unresolved customer grievances to designated persons for further investigation.

Trained details about GP product and service offerings.

**TRAINING/WORKSHOPS**

-International Leadership Training and Retreat Program arranged by SCM and

-Youth leadership program in Jaflong. Sylhet, arranged by Mirpur Catholic JuboShangho. Training on L/C, UPAS, Back to Back, Incoterms, Invoice.

**QUALIFICATION**

**Bachelor of Business Administration (BBA)**

Major : Marketing

Passing year : 10/2010

GPA : 2.56

**Daffodil International University**

**Higher Secondary Certificate (HSC) (Humanities)**

College : Notre Dame College

Board : Dhaka

Passing year : 2004

GPA : 2.50 (Scale 5)

**Secondary School Certificate (SSC) (Business Studies)**

School Name : Adarsha High School

Board : Dhaka

Passing Year : 2002

GPA : 2.88 (Scale 5)

**COMPUTER SKILL**

Operating System : Windows 10, 7.8

Software : Microsoft Office (MS Word, MS Excel, MS Power Point, MS Access)

Typing Skill : Advanced

**LANGUAGE**

Fluent in spoken and written both in English and Bengali.

**PERSONAL DETAIL**

Father’s Name : Lloyd Anthony Aldridge

Mother’s Name : Alo Clara Asscension

Permanent Address: : Neer”, 32/4 Senpara Parbata,

Mirpur-10, Dhaka-1216

Date of Birth : 19 DEC, 1985

Nationality : Bangladeshi

Religion : Christian

Blood Group : A (+ve)

**REFERENCES**

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| --- | --- |
| **Ronald Halder**  Senior Executive, Finance  Gemcon Group  House-44, Road-16 (27 Old), Dhanmondi, Dhaka-1209  Mob: 88 01715 400067  ronald.halder@gemcongroup.com | **Md. Kamal Uddin**  Area Service Manager  Dhanmondi Airtel Experience Center  6/A Biruttam M.A Robsharak(New)  Dhanmondi, Dhaka-1205  Mob: 8801610001943  kamal.uddin@airtel.com |



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