

Md. Mashrul Islam

South Banasree, K-block, Dhaka-1219

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CAREER OBJECTIVE

To work in the growing local or multinational companies in domestic or international customer experience management services and develop rapidly with increasing responsibilities.

WORK EXPERIENCE

Customer Service Associate

Genex Infosys Limited

28th December, 2018 - 23rd March 2020

Associating the digital care of UBER through e-mail and outbound calls. Assisting customers with any inquiries and solving their complaints while ensuring the highest standards of customer services are met. Forwarding and escalating inquiries to relevant individuals and departments.

ACADEMIC QUALIFICATIONS

Bachelor of Business Studies

SouthEast University

B.Sc. in C.S.E.

15th October, 2019- Present

Current C.G.P.A- 3.30

Higher Secondary Certificate

Dhaka Imperial College

1st March, 2014 – 30th May 2016

GPA 4.25 out of 5.0

Studied Science.

Secondary School Certificate

Motijheel Govt. Boys High School

1st January, 2009 – 30th February 2014

GPA 5.00 out of 5.0

Completed high school education with Science background.

**PERSONAL
INFORMATION**

Date of Birth : 30th January, 1999
Marital Status : Single
Nationality : Bangladeshi
Religion : Islam

KEY PROFICIENCIES

Web Design (Wordpress)
Front-end developer(HTML5, CSS3, Bootstrap, Javascript, React)
Microsoft Office Applications
Content Writing
Microsoft Outlook
Customer support
Business communication
Ecommerce complaint escalation

LANGUAGE SKILLS

Bengali: Native proficiency
English: Professional proficiency

**INTERPERSONAL
SKILLS**

Public Speaking
Communication
Problem Solving
Leadership
Teamwork
Decision Making

Date: 13-03-2021

Md. Mashrul Islam