



# SUMONTO ROY

## My Contact

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- 👤 Sumonto Roy

## Hard Skill

- Microsoft Office
- JavaScript
- React
- Adobe Illustrator

## Soft Skill

- Communication
- Problem Solving
- Empathy
- Business Knowledge
- Decision Making
- Leadership

## Activities

- Website Design
- Volunteer for Red Crescent Society
- Digital Marketing(Fundamental)

## Hobby

- Travelling
- Cycling
- Swimming
- Cricket

## About Me

I am successfully completing my BBA. And worked as a skilled Customer Executive at Steadfast Courier Limited. Also a Web Designer with 2 years of experience. To provide exceptional customer support services, enhance customer satisfaction, and develop my skills to advance my career within the organization.

## Education Background

### • Bachelor of Business Administration

**Govt. Shaheed Suhrawardy College, Dhaka**

Dec 2017 – Present

Department of Management. Passing year: 2022. Result On-progress.

### • Higher Secondary Certificate

**Cantonment Public School and College, Parbatipur, Dinajpur**

June 2015 – May 2017

Business Studies. Academic Excellence in Accounting, English and Mathematics Result: 4.25

## Professional Experience

### Steadfast Courier

**Customer Executive**

Dec 2021 – June 2022

Key responsibilities:

- Answered questions from customers by phone and email, offering company details and policy information as requested.
- Explained benefits and advantages of different product and service offerings to customers.
- Building sustainable relationships with customers.