



MD. ABU TALEB

CONTACT

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Mirpur, Dhaka

EDUCATION

GOVT. TITUMIR COLLEGE 2021

- Bachelor of Business Administration (B.B.A)
- CGPA: 2.8 / 4.0

CHARKALEKHAN ADARSHA UNIVERSITY COLLEGE 2015

- Higher Secondary Certificate (H.S.C)
- GPA: 4.58 / 5.0

GACHUA A.K. HIGH SCHOOL 2013

- Secondary School Certificate (S.S.C)
- GPA: 5.0 / 5.0

SKILLS

- Leadership
- MS Excel and Office
- Quality Assurance
- Customer Service
- Team Management
- Data Analysis
- Problem-Solving
- Sales and Marketing

LANGUAGES

- Bangla (Fluent)
- English (Intermediate)

PROFILE

Gain knowledge from the real world and implement that to move the organization forward. And also Secure responsible and challenging positions that use my diverse skills, management ability and be reflex in a positive contribution to my prospective employer obtaining their goal and objective

WORK EXPERIENCE

- EDP- Radiant Pharmaceuticals** Jun, 2024 - Present
Project Manager (Call Center Training)
 - Maps out training plans, design and develop training programs
 - Leading training sessions
 - Market Research and Strategic Planning
 - Reported project status and financial updates to higher management
 - Reviewed performance against targets, appropriately identifying and managing risks and opportunities.
 - Developed and monitored implementation strategies by creating project schedules and work plans.
- Genuity Systems Ltd.** Sep, 2022 - Jun, 2024
Team Leader
 - Supervising team activity and encouraging extended support
 - Evaluating calls to ensure quality service and providing sessions when required
 - Managing day-to-day line activities, priorities, and assessing risk/impact
 - Keeping up to date with business development and new product lines
 - Escalating appropriate problems to senior management
 - Supporting the Operations Manager to highlight operational risks and areas for improvement.
 - Training need identification through assessing team member's performance
- Genex Infosys Ltd.** Oct, 2021 - Sep, 2022
Complaint Management
 - Investigating the root cause of problems and finding the best possible solutions
 - Keeping accurate and detailed records of all customer complaints
 - Training and coaching customer service staff on effective and professional complaint handling
 - Improving and innovating the complaint handling process and overall customer experience.
- Genex Infosys Ltd.** Jul, 2019 - Sep, 2021
Customer Service Associate
 - Identifying queries and taking action to solve issues or answer queries via inbound calls and forwarding issues through proper channels.

ACHIEVEMENTS

- Best Performer - Monthly evaluated based on performance
- Best Team Leader - Quarterly evaluated based on performance