**Fahd Chowdhury**

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OBJECTIVE

# A professional experienced in customer service and business development, adept at strong consultative sales and client service skills, capable of offering a range of suitable products and services to the clients, currently seeking an opportunity as Lending Specialist/Customer Services Representative in Simply Green Home Services.

HIGHLIGHTS OF QUALIFICATIONS

* Experienced in customer service and business development.
* Skilled in analytical decision making, critical problem solving, conflict management and negotiation.
* Proficient in Microsoft and Google office applications.
* Excellent communication skills in English, Bengali and conversant in Hindi.

PROFESSIONAL EXPERIENCE

**Customer Service Representative** (Full-time) Jan 2021 - Present

Pay2Day, Mississauga, Toronto, ON

* Provide financial services to a total of 50 to 60 walk-in, online and over the phone customers daily.
* Performing applicants’ financial risk assessment and determining the loan amount based on the assessment.
* Conducting daily calls to make sure payments are received on time and keeping a record of everything in excel spreadsheet.
* Handling the cash and reconciling the books at the end of the day.
* Providing exceptional customer service by fulfilling information requests for both in store and virtual clients.

**Exam Services Officer/Invigilator** (Part-time)Nov 2018 – Jan 2021

ILSC Education Group, Toronto, ON

* Assisted more than 200 students taking part in the examinations each session.
* Ensured superior customer service experience to test takers.
* Carried out administrative activities like managing test materials, ID checks, candidate check-in procedures.
* Secured the test room environment and returning of all secured testing materials to the test day supervisor.
* Enforced test procedures, regulations and reported back to the test day supervisor.

**Customer Services Representative** (Full-time)Aug 2020 – Sept 2020

First National Financial LP, Toronto, ON

* Serviced on an average 60 to 70 customers over phone daily.
* Identified, solved and/or confirmed inquiries and requests of the customers.
* Provided solutions to client problems and taken the appropriate problem-solving steps.
* Followed-up with client to confirm resolution and customer satisfaction.
* Prepared mortgage discharge and assumption statements.
* Assisted the various residential administration departments when required.

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| **Customer Experience Associate** [Co-op] (Full-time)May 2019 – Aug 2019  TD Canada Trust, Toronto, ON   * Served and delighted an average of 60 face-to-face customer daily during every interaction and execute financial transaction including deposits, withdrawals, bill payments, foreign currency requests and/or other account transactions in an efficient and professional manner. * Proactively demonstrated lobby leadership and educated our customers on self-serve options available   to them with the goal to deliver an enhanced customer experience.   * Understood the customers’ needs through quality conversations and identify opportunities to promote   the right financial products and services to meet their needs and looking for ways to contribute to the  ongoing improvement of the overall branch customer experience.   * Referred customers to branch team members who can have quality need-based conversations to   explore customers financial needs and goals.   * Ensured customer problems are handled appropriately, escalating issues when necessary. * Consistently achieved above 141% in overall performance and 3/3 in behavioral scorecard index.   **Territory Sales Representative** Aug 2018 – Oct 2018  Bell, Toronto, ON [Bell.ca]   * Visited and built relationship with an average of 50 households door-to-door daily. * Identified the specific needs of the residential customer, offered tailored solutions that fit their lifestyle while understanding competition in region and general business climate. * Worked using Salesforce (CRM) sales lead list to deliver best-in-class sales to residential areas. * Met with sales team weekly to strategize, track goals, and report on results. |

**Marketing Manager** Jun 2014 – Jan 2018

British Council, Dhaka, Bangladesh

**Assistant Marketing Manager** Jun 2010 – Dec 2013

GMG Airlines, Dhaka, Bangladesh

**Assistant Marketing Manager** Oct 2008 – Jun 2010

Lalmai Group, Dhaka, Bangladesh

EDUCATION

**Post-graduation, Financial Services Marketing** (With Honors)Dec 2019

George Brown College, Toronto, ON

**Bachelor of Business Administration, Marketing** Aug 2008

North South University, Dhaka, Bangladesh

TRAINING

**Selling Skills**, Dubai, UAE Sept 2014

3 days training on analyzing customer psyche, creating sales funnel, negotiation, closing a business deals

And providing after sales service

**Presentation with Impact,** Dubai, UAE Nov 2016

5 days training program on how to make effective presentation and engaging public speaking

**Emergency First Aid & AED,** Toronto, ONDec 2018

**I**n accordance with the standards of the WSIB of Ontario, Health Canada & ESDC

VOLUNTEER WORK

**WildTeam Bangladesh** [wild-team.org] Feb 2013 – Jun 2018

Volunteered for the conservation and welfare of Royal Bengal Tigers of the Sundarbans in Bangladesh.

**Entrepreneurship Club, General Member** Jan 2019 – Dec 2019

George Brown College