

Contact

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Top Skills

Contact Centers
Customer Loyalty
Business Process Outsourcing (BPO)

Languages

Hindi (Professional Working)
Assamese (Full Professional)
English (Professional Working)

Shahidul Hoque

Customer Service Representative Teleperformance
Kolkata

Summary

Engaging Customer Service Representative with 4+ years of experience in fast-paced call center environment. Skilled at transforming customer feedback into actionable insights that drive revenue, increase customer loyalty, and improve processes.

Experience

Teleperformance
Customer Service Representatives
November 2019 - Present (10 months)
Kolkata Area, India

CONCENTRIX DAKSH SERVICES INDIA PRIVATE LIMITED
Customer Service Representative
February 2018 - October 2019 (1 year 9 months)
Kolkata, West Bengal, India

Process has rampdown

Intelenet Global Services
Executive
May 2015 - June 2017 (2 years 2 months)
Guwahati Area, India
Company has Rampdown from Guwahati Centre

Education

Bholanath College, Dhubri, Assam India
12th Pass, Science stream · (2006 - 2008)