**Resume of Muntasir Mahmud**

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Mobile: 01794920177

Email: muntasirmahmudcn42@gmail.com

Contact Address:Golden Street Road, Shyamoli, Dhaka

**Objective**

To obtain a dynamic position where I can utilize my skills, education, sincerity, and experience for welfare of the organization as well as personal and professional advancement.

**Educational Qualification**

* **Master of Arts in English, 2023**

CGPA: 3.07out of 4.00

ASA University Bangladesh, Dhaka, Bangladesh

* **Bachelor of Arts (Hons) in English, 2021**

CGPA - 3.06 out of 4.00

ASA University Bangladesh**,** Dhaka, Bangladesh

* **Higher Secondary Certificate Examination (HSC), 2017**

Institute: Masjid Mission Academy

Result: 4.25

Group:Science

Board: Rajshahi

* **Secondary School Certificate Examination (SSC), 2015**

Institute: Harinagar High School

Result: 4.89

Group: Science

Board: Rajshahi

**Job Experience**

**Customer Service Representative**

**Office Name: Ministry of Land** Sept. 2023 - Feb. 2024

**Firm name: Digicon Technologies Ltd.**

* Building Trusted Relationship with the customer through effective communication and provide appropriate land related information and services as per requirement.
* Resolve customers' concerns, feedback, compliant and queries efficiently.
* Prepare product and customer reports by gathering accurate information during customer interactions.
* Refer issues and concerns to relevant managers as per requirement.
* Upholding Brand Value of Digicon by disseminating product and services information and mitigating the challenges efficiently among the customers communicated via phone call or in person Visit.
* Maintain coordination with the Land Offices for ensuring appropriate information

**Language Proficiency**

Good command in Bangla and English

**Skills**

* Creativity, Management skill
* Microsoft Word, Microsoft PowerPoint.

**Personal Details**

* Father’s Name :Md Shamsuddin
* Mother’s Name :Mst. Pervin Begum
* Permanent Address : Vill. : Sundorpur

P.O. : Nayalavanga

Thana : Shibganj

Dist. : Chapai Nawabganj

* Gender : Male
* Marital Status : Unmarried
* Date of Birth : December 04, 1998
* Religion : Islam
* Nationality :Bangladeshi

**Reference**

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