



PRINCE MAHMUD

CUSTOMER SUPPORT SPECIALIST

PERSONAL PROFILE

I'm an experienced customer support specialist with a verifiable track record of resolving complex issues quickly and winning customer loyalty.

HIGHLIGHTED SKILLS

- Strong Knowledge In Java,C# and C++
- Excellent Communication Skills
- Troubleshooting
- Service and Support
- Strong Work Ethic
- Great Attention to Detail

CONTACT INFORMATION

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Website: www.devprince.me
Address: Kamrangirchar,Dhaka-1205

MY REFERENCES

Brad Morgan, Leary Telecommunications
(123) 456 7890
hello@reallygreatsite.com
Regina Patton, Becnel Tech Solutions
(123) 456 7890
hello@reallygreatsite.com

WORK HISTORY

Freelance Developer

*FREELANCING MARKETPLACE
2016 TO PRESENT*

- Completed 50+ Orders with 5 star rating
- Helps the company win stellar customer service ratings
- Trains employees how to use softwares effectively

Customer Service Agent

*PROPERTY MANAGERS US
2019 TO 2020*

- Addressed customer service inquiries in a timely fashion
- Achieved a customer satisfaction rating of 98%
- Provided input in improving internal processes

PREVIOUS EDUCATION

Himachal Pradesh Technical University

*B.TECH IN COMPUTER SCIENCE AND ENGINEERING,
2023*

- Maintained a 3.6 GPA
- Consistent dean's lister
- Features editor of the college newspaper
- Varsity member of the swimming team for 3 years

Biam Labratory School and College

HIGHER SECONDARY CERTIFICATE, CLASS OF 2018

- Maintained a GPA of 4.25
- Staff writer for the high school newspaper
- Chief layout designer for the yearbook