



# ZAHID HASAN

Multifaceted Professional

## CONTACT

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## SKILLS

- Communication
- Persuasion
- Video Editing A.I
- Ethics Digital
- Marketing
- Creative Writing
- Critical Thinking

## LANGUAGES

- English (Fluent)

## EDUCATION

- MA in English & English Literature  
Rajshahi University  
2020 - 2021
- BA in English & English Literature  
Varendra University  
2017 - 2020
- H.S.C.  
Shahid AHM Kamaruzzaman Govt.  
Degree College  
2015 - 2016
- S.S.C  
DR. Abu Bakar School and College  
2013 - 2014

## CAREER OBJECTIVE

I am a flexible multitasker with strong project management skills. I quickly adapt to fast-paced environments and pay close attention to detail to ensure tasks are completed accurately. I communicate well and enjoy working with others. I'm dedicated to delivering high-quality results by proactively solving problems.

## WORK EXPERIENCE

- **CALL CENTER EXECUTIVE | 2023 OCT-2024 JAN**  
Teleserve Ltd | Dhaka |
  - At Teleserve, I worked as a sales caller, where I developed strong communication skills and a passion for connecting with customers. I approached each call with enthusiasm, focusing on building relationships and understanding customer needs. This experience taught me the value of perseverance and adaptability, and I'm proud to have contributed to the team's success.
- **STORE MANAGER | 2022 OCT-2023 MARCH**  
Watches and Crystals | UK
  - In my role, I focused on delivering exceptional customer satisfaction through prompt support and effective communication. I efficiently resolved support tickets, reducing wait times and enhancing service quality. Additionally, I managed order tracking and fulfillment, ensuring accurate processing and timely delivery, which significantly built client trust and loyalty.
- **STORE MANAGER | 2022 FEB - 2022 JUNE**  
Bimmer Plug | CA, USA
  - In my role, I prioritized customer satisfaction by providing timely and effective support. I excelled in communication, addressing inquiries and enhancing the customer experience. I efficiently resolved tickets to minimize wait times and improve service quality, while also managing order tracking and fulfillment for accurate and timely delivery. My efforts fostered a high level of client trust and loyalty.
- **PROJECT MANAGER | 2021 JUNE - 2022 JAN**  
Cluster Cloud | Rajshahi
  - In my role, I was responsible for appointment setting, which streamlined client interactions and improved scheduling efficiency. I focused on lead generation to nurture potential clients, contributing to our growing customer base. Additionally, I engaged in social media marketing, creating compelling content that enhanced our online presence and fostered community engagement, driving business growth.

## PERSONAL INFORMATION

Name: Zahid Hasan  
Mother's Name: Kakolie Begum  
Father's Name: Josim Uddin  
Date of Birth: 07/02/1998  
Blood Group: O+ ve  
Nationality: Bangladeshi  
NID: 2854690597

## EXTRACURRICULAR ACTIVITIES

- Fund Raising
- Leadership
- Creative Writing
- Filmmaking
- Photography
- Music

## THESIS/PROJECT

Topic: Women in Sons and Lovers by D.H. Lawrence

In the work of Sons and Lovers, the three female characters Mrs. Morel, Miriam and Clara all embodied the impacts of ecofeminism. Generally speaking, ecofeminism recently has been a popular study orientation in Sons and Lovers. Ecofeminism is the combination of women's liberation movement and the ecological movement.

Supervisor: Name: Hisham M Nazer  
Position: Assistant Professor of English  
Institution: Varendra University

## REFERENCES

Name: MD. Faisal Ahmed Shoshi  
Relation: Boss Company Name:  
Amazopify Ltd. Position:  
Chairman Contact:  
+8801717161485

## DECLARATION

I hereby declare that the above statements are true and correct to the best of my knowledge and belief.

Sincerely,  
Zahid Hasan

