

Ahammed Hussain

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Career Objective:

Versatile customer service representative with proven experience delivering service standards to high-level customer accounts. Strong communicator who builds client trust with persuasive language and unwavering customer support attitude.

Career Summary:

Client-focused Customer Service Executive with 4+ years' experience building loyal client relationships and heightening client engagement. An impressive history of optimizing client satisfaction by identifying client needs and striving to deliver tailored solutions beyond the clients' original requests. Exhibits exceptional communication skills coupled with best-in-class service and support.

Key Proficiencies:

- Project Management
- Communication
- Digital marketing
- Employee Relations
- Data Analytics
- Problem solving
- Customer Support
- Organizational Development

Experience:

Organization Name: Genesis PG Entrance



Designation: IT executive

Department: IT support team

Duration: From 15th January 2022 to 16th January 2024

Job Responsibility:

- Solving Rapid technical problems from call center and IT number with great efficiency
- Maintaining secrecy and security of company and its website
- Monitoring issues on Git hub and resolving various software issue
- Inform and train everyone before any software Updates go live
- coordinating with all IT related payment with Account department
- Adopting annual Plan and providing update report on achievement of overall targets
- Sometimes sitting at the front desk and giving information to the doctors and making their admission
- Sometimes sitting at the call center control room and giving information to the doctors via call center and making their admission at online
- To look into the complaints received from the doctors in the complaint box of all the
- Concerned websites and resolve them on an urgent basis
- I have worked with all these websites
Website: <https://www.genesisedu.info/> <https://www.genesispg.info/>
<https://genesisbcscare.com/> <https://edudent.info/>

Experience:

Organization Name: Sales maestro [Ontario, Canada]

Designation: Independent Contractor [Night Shift]



Department: Associate IT Consultant

Duration: From 30th October 2022 to 30th April 2023

Job Responsibility: I am working here as a Coordinator. My main responsibility here is to maintain Contact with Various Canadian Companies from the assigned google sheet provided by the clients. Provide manpower as their requirements. Also another task is to Contact the Customers and Fix meetings with the clients based on their location and time.

- Provided analytical support for new project development and programme
- Implementation
- Participated in project development efforts by identifying new or additional revenue
- Opportunities with current clients.
- Carried out data analysis and assessment and presented results to management.
- Established and maintained relationships with state agencies, private sector organizations and other interest groups.
- Supported varied projects as part of interdisciplinary teamwork with consultants and technical specialists.
- Helped organizations manage and implement change with minimal disruption to operations.

Experience:

Organization Name: North Bengal Online

Designation: Executive



Department: Front desk customer support/call center **Duration:** From 07 January 2021 to 30 December 2021

Job Responsibility:

- Keep front desk tidy and presentable with all necessary material (pens, forms, paper etc)
- Greet and welcome guests
- Answer questions and address complaints
- Answer all incoming calls and redirect them or keep messages
- Keep updated records and files
- Monitor office expenses and costs
- Support online customer
- Preparation of Database of client Contacts and updating
- Collecting Payments
- Coordinate Internal and External Events
- Booking meeting
- Maintain proper communication with Every Departments

Academic Qualification:

- Bachelor of Science (BSC) in Computer Science and Engineering (2020) North Bengal International University-Bangladesh (NBIU). CGPA: 3.16 (Out of 4.00)
- Diploma in Engineering in Computer Technology (2016) Rajshahi Polytechnic Institute, Rajshahi. GPA: 2.78 (Out of 4.00)
- Secondary School Certificate (SSC) in Science (2011) Rajshahi govt Model School and College , Rajshahi. GPA: 4.75 (Out of 5.00)

**Workshop/Course/Training:**

- Certificate in National Skill Standard Basic Course 2012 in Database Programming(6Months)
- Workshop on “Computer Networking” organized by Bangladesh Telecommunication Company Limited (BTCL)in 2015.(6Months)
- Spoken English Course 2022 From 10Minutes School (6months)
- Professional Data Entry Advance Course 2023 From Master IT(2months)
- Digital Marketing Advance Course 2024 From Astra Education (2Months)
- 30Days In PLC(Programmable Logic Circuit)From Gobeshona Learning(1Months)

Soft Skill: Technical, CRM, Customer Service, influencing, negotiation, leadership skill.

Computer Skill: Sound in Microsoft word, Networking (LAN,MAN,WAN),Hardware and Troubleshooting, Photoshop Database Management

Language: Fluent in Bangla and Medium in English.

References

1. Ataur Rahman (HR), Genesis PG Entrance
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2. Maruf Hossen (Supply chain management), TOA Paint (Thailand)PCL.
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