MD SABIR ALAM

IT STUDENT

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SUMMARY

Hello there! I'm Sabir Alam, a highly motivated and enthusiastic individual transitioning into the Marketing & Sales field. With a strong foundation in digital tools, communication, and teamwork, I aim to contribute to impactful marketing campaigns, customer engagement, and brand building. Passionate about learning and growing, I bring creativity, discipline, and leadership to every project.

EXPERIENCE

Consultant Associate-1

DCG Data-Core Systmes pvt. ltd.. – Outsourced Support for US

📍 **Kolkata, West Bengal | 03/2025 – 08/2025**

- **Resolved client queries on IT & SAP software processings.**
- **Ensured client satisfaction through clear communication.**
- **Improved call quality and response efficiency.**
- **Documented client interactions and feedback.**

Customer Care Executive (CCE)

Aegis Startek Ltd. – Outsourced Support for Flipkart

📍 **Kolkata, West Bengal | 04/2024 – 08/2024**

- **Handled customer queries and complaints regarding Flipkart services and orders.**
- **Ensured high levels of customer satisfaction through effective communication.**
- **Collaborated with team leads to improve call quality and reduce response time.**
- **Maintained accurate records of customer interactions and feedback.**

EDUCATION

Secondary Education

Central Board of Secondary Education

📅 01/2021   12/2021   📍 Dhanbad, Jharkhand

Intermediate in Commerce

J L S M DAV College Bhaga

📅 01/2021   12/2023   📍 Dhanbad, Jharkhand

Bachelor in Computer Application

Maulana Abul Kalam Azad University of Technology

📅 01/2023 - Appearing   📍 Kolkata, West Bengal

STRENGTHS

Team Work
Ability to work effectively in teams and manage time efficiently.

Leadership
Strong leadership qualities to lead projects and teams.

Communication
Good communication skills for effective collaboration.

LANGUAGES

English
Proficient ●●●●○

Hindi
Native ●●●●●

Urdu
Proficient ●●●●○

Spanish
Beginner, Learning ●○○○○

COMPUTATIONAL SKILLS

- - **Programming Languages:** Python (up to OOPs), C, JavaScript
- - **Web Technologies:** HTML, CSS, JavaScript, WordPress
- - **Database Management:** SQL, DBMS concepts
- - **Tools & Software:** MS Office, Visual Studio Code, Canva, Adobe Premiere Pro (Video Editing), Notion
- - **Networking & OS:** Basics of Networking, Operating Systems

Additional Information

- Currently learning Digital Marketing concepts and strategies.
- Exploring marketing funnels, customer behavior, and social media trends.
- Interested in performance marketing and B2C/B2B models.