

# MD. Kamruzzaman Ibrahim

Mohakhali, Dhaka | +8801759520547 | ibrahimaltr17@gmail.com

## Objective

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Experienced in call center operations, social media, and technical support. Strong in customer service, digital engagement, and troubleshooting. Seeking a role to leverage diverse skills, enhance client satisfaction, and contribute to team success.

## Experience

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### bKash Ltd. | Call Center Executive

2025(Jun) - Present

- Answer inbound calls promptly and professionally to assist bKash users with their queries, issues, or service requests.
- Provide accurate information and efficient solutions related to transactions, account issues, PIN reset, balance inquiries, app usage, and other bKash services.
- Adhere strictly to bKash's call handling procedures, compliance policies, and quality assurance standards.
- Ensure high levels of customer satisfaction by showing empathy, patience, and professionalism during each call.
- Achieve daily/weekly KPIs like Average Handling Time (AHT), First Call Resolution (FCR), and Customer Satisfaction Score (CSAT).
- Collaborate with team members and share insights to improve overall customer service efficiency.

### Supernova Techno Ltd. | Call Center Executive

2023(Oct) - 2025(Apr)

- Handle inbound and outbound customer calls with professionalism.
- Provide effective solutions, troubleshooting, and support for technical and service-related issues.
- Ensure customer satisfaction by resolving queries efficiently.
- Maintain detailed records of customer interactions.
- Follow up on outstanding issues to ensure resolution.

### Ezzy Automation Ltd. | Technical Assistant

2021(Dec) - 2022(Dec)

- Provided technical support for security surveillance and automation systems.
- Installed and troubleshot CCTV systems to ensure optimal performance.
- Conducted in-depth technical investigations to identify and resolve system functionality issues.
- Performed regular maintenance and repairs to ensure the efficient operation of automation systems.

## Education

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Green University of Bangladesh, BSc

2022-Ongoing

CSE | CGPA: Ongoing

Mymensingh Polytechnic Institute, Diploma

2017-2021

Electrical | GPA: 3.35/4

Jamalpur Technical School and College, SSC (Vocational)

2017

Computer | GPA: 4.75/5

## Skills & abilities

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- **Excellent Communication** – Clear, professional verbal and written communication
- **Active Listening** – Understanding customer needs and responding effectively
- **Customer Relationship Management** – Building trust and ensuring customer satisfaction
- **Problem-Solving & Troubleshooting** – Identifying issues and providing quick resolutions
- **Conflict Resolution** – Handling complaints calmly and professionally
- **Call Handling & Etiquette** – Managing inbound/outbound calls efficiently
- **Sales & Upselling** – Persuasive skills to promote products/services
- **Data Entry & Record Keeping** – Maintaining accurate logs of customer interactions
- **Multitasking & Time Management** – Handling multiple tasks while ensuring quality service
- **Adaptability & Quick Thinking** – Adjusting to different customer situations and new policies

## Soft Skills

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- **MS Office (Word, Excel, PowerPoint)**
- **Internet browsing and mailing**
- **Basic Figma and Canva Design**
- **HTML, CSS, JavaScript and React (Web App)**
- **WordPress Elementor Customization (WooCommerce & Others)**

## Projects

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- **Robi Health Plus:** (Robi VAS Service-Supernova Techno Ltd.)
- **Robi Jante Chai:** (Robi VAS Service-Supernova Techno Ltd.)
- **Robi Ajob Bishwa:** (Robi VAS Service-Supernova Techno Ltd.)
- **Purno Health Service:** (Digital Health Care Service- Supernova Techno Ltd.)

## Language

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- **English** (Proficient)