

Shafiqul Islam

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My Self

My aim is to attain a full time position at an organization where I will be required to apply my knowledge for the sustainable development of my skills and the role that I will be assigned to. I am always learning and keen to acquire new skills to assist my employer to achieve its objectives.

EXPERIENCE

Bproperty.com

May 2019 - PRESENT

Executive, Customer Service

- Deliver extraordinary customer care by responding to questions concerning customer accounts for different Bproperty's services spanning across Consumer segment & Corporate segment in a fast paced, structured customer care environment.
- Highlight issues through feedback and recommend changes in workflows, procedures and service levels to meet customer needs and to ensure quality service at all times.
- Resolve all customer queries and follow established problem ticket recording procedures as appropriate.

The City Bank Ltd.

November 2016 - May 2019

Customer Service Executive

- Handled customer queries, resolved complaints and provided relevant product information.
- Ensured superior service level to all customers by understanding the customers' needs/query.
- Maintained proper documentation of complaint/request records.

National Bank Ltd.

January 2016 – April 2016

Intern

- Filled up account opening form and updated customer information in bank database
- Worked in clearing section and gave entry of cheque's information in the register
- Filled up EMP and IMP form and updated in the bank database
- Worked in the dispatch and update register

EDUCATION

American International University Bangladesh (2017)

Bachelor of Business Administration (BBA)

CGPA: 3.50/4

Major: Accounting & Finance

Advanced Residential Model College (2011)

Higher Secondary Certificate (HSC)

GPA: 4.00/5; Major: Business Studies

Major: Business Studies

Agricultural University High School (2009)

Secondary School Certificate (SSC)

GPA: 3.81/5; Major: Science

SEMINARS & Voluntary Activities

- Attended seminar titled “Work in Excel” organized by AIUB
- Attended seminar on project management and entrepreneurship
- Volunteered in Third AIUB Junior Parliament 2014
- Worked as Senior member for AIUB Social welfare club

Professional Training

- Product Knowledge Development of City Bank
- GreenBanking

November 2016 - December 2016

December 2016

Software Proficiency

Microsoft Office: MS Word, MS Excel, MS PowerPoint

Banking software: FIMI, ITC, Help Desk, Ibanking, Multitask, Positive pay, Gplex

Language Proficiency

Language	Speaking	Writing	Reading	Listening
English	Good	Good	Good	Medium
Bangla	Good	Medium	Good	Good

Personal Information

Father name: MD. Abul Khair

Date of Birth: 18 December, 1994.

Present Address: 31/3, TB Gate, Mohakhali, Dhaka

Mother name: Nazma Begum

Marital Status: Unmarried

Religion: Islam

Reference

Monir Ahmed Khan

Head of Customer Service

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A.K.M Rezaul Kabir

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