

# Miraj Morshad

📍 Kha, 10/4, Beparipara, Khilkhet, Dhaka

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Service-focused job bringing unparalleled skills in customer relations, task prioritization and time management. Motivated to directly and efficiently address customer concerns head-on, develop proactive solutions and implement corrections with efficiency. Proficient with three years of expertise in related roles.



## Work History

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**January 2019 – Current      Customer Service Executive   Infosapex Limited (Amarroom.com)**

- Negotiated between hotels, other parties for agreement for better business opportunities.
- Initiated customer pricing changes in PMS system.
- Prepared and mailed invoices to customers, processed payments and documented account updates.
- Managed online booking & transport inquiries and assisted guests and travel partners with questions throughout entire booking cycle.
- Accepted payment by credit card, offered self-serve payment solutions and explained charges on customer bills.
- Passing leads to the sales team and following up on progress.
- Provided company information and policies to customers upon inquiry and answered questions via phone, email or online chat.
- Arranged for group hotel bookings with sales department for special events.

**May 2018 – January 2019   Sales Admin   Globe Biscuits and Dairy Milk Ltd.**

- Prepare all sorts of Field Force, distributor Incentive & Commission.
- Prepare damage payments for the distributors based on damage report.
- Organized promotional events and interacted with community to increase sales volume.
- Supervise gift program & distribution.
- Collect monthly attendance reports of field force & prepare TA/DA sheet.
- Audit Memo, Scratch Card, QPS Card with audit team.
- Acting as info-hub for providing administration related information and supervising activities like general admin, verification stationary stock etc.

**January 2017 – May 2018   Customer Service Executive   Prisma Digital Ltd.**

- Attracts potential customers by answering service questions; suggesting information about our services.
- Resolves service problems by clarifying the customer's complaint determining the cause of the problem.
- Forward up selling and cross selling opportunities to the sales team Lead the service team & follow up customer.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Provided basic troubleshooting and product set-up support for customers.



## Education

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### **Masters of Business Administration: Marketing**

National University of Bangladesh: Tejgaon College

CGPA: 2.97 Out of 4.00      Passing Year: 2016

### **Bachelor of Business Administration: Marketing**

National University of Bangladesh: Tejgaon College

CGPA: 2.97 Out of 4.00      Passing Year: 2016

### **Higher Secondary School Certificate: Business Studies**

Gafargaon Govt. College: Dhaka Board

GPA: 3.70 Out of 5.00      Passing Year: 2010

### **Secondary School Certificate: Business Studies**

Gafargaon Islamia Govt. High School: Dhaka Board

GPA: 5.00 Out of 5.00      Passing Year: 2008



## Skills

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Communication skills



Issue Resolution



Deadline Driven



Computer Proficient



Customer service



## Language

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Bangla



English



## Personal Information

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Fathers Name : Zahirul Islam

Mothers Name : Amina Khanam

Date of Birth : 02-02-93

Nationality : Bangladeshi

Religion : Islam

Permanent Address : House no- 625, Poshu Hospital Road, Gafargaon, Mymensingh

Date

Signature