

Md Faisal Chowdhury

Address :House No- 81, Abiding Habib Garden, West Rampura, Dhaka
Mobile :01817184519
e-mail: faisalchowdhury.rishan@gmail.com



Career Objective:

I would like to utilize the basket of knowledge & experience within the organization in which I will work in the near future. Finally, as my long term objective, I would like to be the part of the management.

Career Summary:

Experienced Customer Experience Specialist with a demonstrated history of working in the Real Estate industry. Skilled in Customer Relationship Management, Business Planning, Customer Service, Retail Banking, Business Development, Call Center, Website content, Lead Management, B2B and B2C sales. Strong support professional with a Masters Of Business Studies focused in Finance & Banking from the National University Of Bangladesh.

Employment History:

1. Senior Executive, Sales (March 10, 2022 - Continuing)

Rupayan City - Rupayan Group

Department: Sales and Marketing

Duties/Responsibilities:

- * Ensure optimum utilization of promotional materials.
- * Maintain relationship with the existing customers.
- * Create a strong data base of prospective customers.
- * Build prospect profiles to analyze possible needs and areas of opportunity
- * Set up meetings with potential clients.
- * Visit prospective customers regularly.
- * Identify new markets and business opportunities.
- * Attend various fair.
- * Submit various reports to line manager.
- * Socializing for sales boost up.
- * Providing support on occasions of promotional events.
- * Keep all relevant knowledge and information about the features of project
- * Accelerate action plan to identify potential market/ clients along with new sales opportunity.
- * Establish guideline to develop effective Marketing & Sales strategy.
- * Building and Maintaining a CRM database.
- * Perform catchment activities to find out potential clients.

2. Executive, Customer Service - (Team Leader - Rental Sales) (July 1, 2021 - February 28, 2022)

Bproperty.com Ltd (EMPG-Emerging Markets Property Group)

Company Location :Lotus Kamal Tower Two, Level- 12 (West Side),14, Plot: 59 & 61, Gulshan South Avenue, Dhaka

Department: Customer Service

Duties/Responsibilities:

- * Providing leadership, guidance, and support to a team of customer service representatives, and delivering superior customer service to all members both internally and externally through example.
- * Monitor a team and work for their development, daily work, reporting, discipline and training them when needed.
- * Providing regular feedback to a team to assist with development, growth and appropriate

adherence to guidelines, regulations, policies, and procedures.

- * Assisting in training new associates, troubleshooting and problem resolution of issues.
- * Monitoring the Residential/Commercial rental leads so that team members should communicate with customers and process the leads as per client`s requirements.
- * Tracking property viewing schedules of clients and the work of Field Officers.
- * Managing leads through property management software like - Profolio, Propforce.
- * Lead Management and distribution.
- * Quality assurance of the team regarding their daily task and call.
- * Ensure all members are achieving their KPI.

3. Executive, Customer Service - Rental Sales Process (October 10, 2020 - June 30, 2021)

Bproperty.com Ltd (EMPG-Emerging Markets Property Group)

Company Location : Gulshan-1, Dhaka

Department: Customer Service

Duties/Responsibilities:

- * Managing the Residential/Commercial rental leads.
- * Communicating with customers and processing the leads as per their requirements. Taking property viewing schedules from clients and tracking the work of Field Officers.
- * Nursing each and every leads with great care to give customers the best support.
- * Attend industry events to network with prospective clients and build long-lasting client relationships
- * Identify prospects` needs and their business drives. Explain the Company product`s value proposition to the clients.
- * Negotiate on the Company value propositions with clients to make a win-win relationship to acquire the real estate products/properties.
- * Creating and maintaining a database of all potential acquisitions in target areas
- * Build prospect profiles to analyze possible needs and areas of opportunity.

4. Executive, Customer Service (June 1, 2019 - October 9, 2020)

Bproperty.com Ltd (EMPG-Emerging Markets Property Group)

Company Location : Lotus Kamal Tower Two, Level- 12 (West Side), 14, Plot: 59 & 61, Gulshan South Avenue, Dhaka

Department: Customer Service

Duties/Responsibilities:

- * 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.
- * Process card applications in a timely and comprehensive manner to ensure customer satisfaction with Inbound and Outbound calling.
- * 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.
- * Grow and nurture customer relationships on every interaction that results in measurable Customer value.
- * Deliver extraordinary results measured by customer satisfaction, effectiveness, efficiency and quality.
- * Deliver Employees, Customers and Shareholder metrics as per goals.
- * Resolve all customer queries and follow established problem ticket recording procedures as appropriate.
- * Gather relevant information from customers as required and update it accurately to facilitate the decision making process.

5. Executive, Operations - Content Refresh (September 17, 2017 - May 31, 2019)

Bproperty.com Ltd (EMPG-Emerging Markets Property Group)

Department: Operations

Duties/Responsibilities:

- * Check each and every content/listings of website frequently to ensure best quality and error free property ads.

- * Gather relevant information from property owners/ contact persons as required and update the ads accurately and make them live.
- * Ensure the quality of listings by verifying the information which has been provided by Data Collectors.
- * Make the website up to date through contacting with property owners/contact persons and delete the rented out/ sold out properties/ listings info from website.
- * Grow and nurture customer relationships on every interaction that results in measurable Customer value.

6. **Officer (Team Coordinator) , Retail Call Center, ADC (March 8, 2015 - September 17, 2017)**

The City Bank Ltd

Company Location: Venus complex, Middle Badda, Dhaka

Department: Alternative Delivery Channels

Duties/Responsibilities:

- * Monitor a team and work for their development, daily work, reporting, discipline and train them when needed.
- * Quality assure of the team regarding their daily task and call.
- * Ensure all members are achieving their KPI *Reports fraud attempts by checking frequent caller data.
- * Handle customer queries, resolve complaints and provide relevant product information in an efficient, professional and positive manner.
- * Ensure superior service level to all customers by effectively understanding the customers need/query and responding to it in a professional and timely manner.
- * Maintain proper documentation of complaint/request records.
- * Providing customer service by using banking software`s like ITC (Tranzware), FIMI (For ATM monitoring), Helpdesk, I-bank etc.
- * Maintain the "code of conduct" of the Bank strictly.

7. **Customer Service Executive (July 16, 2013 - February 28, 2015)**

Genex Infosys Limited

Company Location: Mascot Plaza, Shonargaon Janapath Road, Uttara

Department: Customer Experience, (Operations)

Duties/Responsibilities:

Handling inbound calls of valued Robi customers and answer their queries as well as solve their problems. Answering the email and SMS queries. Ensure superior service level to all customers by effectively understanding the customers need/query and responding to it in a professional and timely manner.

8. **Executive, Customer Experience (January 10, 2013 - July 15, 2013)**

Robi Axiata Limited

Company Location: Mascot Plaza, (4th Floor), Sonargaon Janapath Road

Department: Market Operations

Duties/Responsibilities:

Handling inbound calls of valued Robi customers and answer their queries as well as solve their problems. Answering the email and SMS queries. Ensure superior service level to all customers by effectively understanding the customers need/query and responding to it in a professional and timely manner.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Masters Of Business Studies (M.B.S)	Finance & Banking	National University	Second Class	2012	1 Year
Bachelor Of Business studies (B.B.S)	Finance & Banking	National University	Second Class	2010	4 year
HSC	Business studies	Dhaka Imperial College	CGPA:4.6 out of 5	2006	2 years
SSC	Business studies	National Bank Public School & College	CGPA:4 out of 5	2004	10 Years

Career and Application Information:

Looking For : Mid Level Job
Available For : Full Time
Preferred Job Category : Bank/Non-Bank Fin. Institution, Customer Support/Call Centre
Preferred Location : Dhaka
Preferred Organization Types : Banks, College, Event Management, BPO/ Data Entry Firm, Buying House, Direct Selling/Marketing Service Company, Call Center

Extra Curricular Activities:

Playing cricket

Language Proficiency:

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	High	Medium
Hindi	Low	Low	Low

Personal Details :

Father's Name : Zillur Rahman Chowdhury
Mother's Name : Habiba Banu
Date of Birth : October 12, 1988
Gender : Male
Marital Status : Married
Nationality : Bangladeshi
Religion : Islam
Permanent Address : N/A, Churain, Nawabganj, Dhaka 1325
Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Monir Ahmed Khan	Abul Kalam Mohammad Rezaul Kabir
Organization	: Bproperty.com Ltd	The City Bank Ltd
Designation	: Head Of Customer Service	Head Of Contact Center
Address	: Lotus Kamal Tower Two, Level- 12 (West Side), 14, Plot: 59 & 61, Gulshan South Avenue, Gulshan-1, Dhaka-1212	Al Amin Center, 25/A Dilkusha C/A, Motijheel, Dhaka
Phone (Off.)	: 01992022949	
Phone (Res.)	: N/A	
Mobile	: 01914444369	01916100059
E-Mail	: monir.khan@bproperty.com	rezaul.kabir@thecitybank.com
Relation	: Professional	Professional