

# Resume of Tutul Debnath

**Mobile:** +880-171-7790959

**Email:** tutul.debnath07@gmail.com



## CUSTOMER SERVICE PROFESSIONAL:

Confident, proactive and dedicated professional with experience in ISP and Banking Industry. Having versatile exposure in Customer Service Operation; Call Center, Quality Assurance, Care Center. Experienced in working under pressure and meeting deadlines. A natural leader with ability in the effective management and development of staff, identifying & developing strategies in line with the needs of the business.

## EXPERIENCES:

Organization	Save The Refugees (Sister concern of Bidyanondo)	Nature of business	Volunteer Organization
Designation	Manager	Department	Communications
Duration	01 April 2019 to 30 April 2019		
Tasks/ Responsibilities	<ul style="list-style-type: none"><li>• Developed call center operation and set up process.</li><li>• Taken care of e-mail and webpage communications team.</li><li>• Guided and encourage inter departmental staff to communicate effectively and achieve organizational objectives.</li><li>• Handled corporate communications.</li><li>• Maintained the staff management, development part and motivated the volunteers and staffs to excel in their performance.</li><li>• Support services to the management as of business need.</li><li>• Building strong professional relationship and maintaining good people management and possessing the attitude in leadership way.</li><li>• Responded to communication related issues in timely manner.</li><li>• Updated all management report manually as well as online as when needed.</li></ul>		

<b>Organization</b>	Banglalion Communications Ltd	<b>Nature of business</b>	Telecommunication, ISP
<b>Designation</b>	In-Charge Customer Care Center, Sr. Executive	<b>Department</b>	Customer Care Division
<b>Duration</b>	10 July 2014 to 04 March 2019		
<b>Tasks/ Responsibilities</b>	<ul style="list-style-type: none"> <li>• Provided necessary Administrative &amp; operational decisions of Customer Care Centers.</li> <li>• Supported services to the management as of business need.</li> <li>• Ensured the quality service and support delivery to the Customers.</li> <li>• Maintained the Staff management, development part and motivated the customer care executives to excel in their performance.</li> <li>• Monitored, supervising and ensuring of daily smooth operations.</li> <li>• Maintained center inventory in a systematic and organized manner.</li> <li>• Building strong professional relationship and maintaining good people management and possessing the attitude in leadership way.</li> <li>• Monitored &amp; ensuring the financial transactions properly.</li> <li>• Updated all management report manually as well as online as when needed.</li> </ul>		

<b>Organization</b>	Ollo Wireless Internet	<b>Nature of business</b>	Telecommunication, ISP
<b>Designation</b>	Quality Assurance Executive, Customer Service	<b>Department</b>	Customer Operation
<b>Duration</b>	18 September 2011 to 9 <sup>th</sup> July 2014		
<b>Tasks/ Responsibilities</b>	<ul style="list-style-type: none"> <li>• Performed Call Monitoring according to the processes and elements provided.</li> <li>• Provided training to the new joiner of Call center.</li> <li>• Maintained Quality standard and utilize Quality monitoring data management system to compile and track performance at team and individual level.</li> <li>• Supported and taken proactive action together with respective Team Leaders on Overall Team FCR, CE and Quality Results at Team level.</li> <li>• Continuously coached all the Customer Care Agents under the QA Executive's supervision and track improvement trending and empowered to take action against CCOs relating to Quality related failures or misconducts.</li> <li>• Identified areas for service and procedural improvement and make recommendations to the QA Lead, QA Manager and Operations.</li> </ul>		

<b>Organization</b>	Brac Bank Ltd.	<b>Nature of business</b>	Bank
<b>Designation</b>	Executive - Guest Service	<b>Department</b>	Alternate Banking
<b>Duration</b>	20 December 2010 - 4 September 2011		
<b>Tasks/ Responsibilities</b>	<ul style="list-style-type: none"> <li>• Provided highest quality of service to the customers over the phone with a positive attitude within the defined SOPs (Standard Operating Procedures) of the company.</li> <li>• Kept abreast with the latest information; the products, policies and procedures of the company in order to handle customer queries and complaints effectively and efficiently.</li> <li>• Followed up on all the activities sent by him/ herself and share Team workload.</li> <li>• Achieved daily quantitative targets, the service levels and also up sell targets.</li> <li>• Maintained logs properly.</li> <li>• Provided feedback to the floor supervisors on issues and challenges with respect to his/her job and suggest solutions.</li> <li>• Performed other duties as assigned.</li> </ul>		

## **EDUCATION:**

### **Master of Business Administration (2012)**

- University of Liberal Arts Bangladesh.
- Major: Human Resource
- B- (2.93)

### **Bachelor of Business Administration (2008)**

- Sikkim Manipal University of Health, Medical and Technological Sciences, India.
- Major: Marketing
- B Grade out of A

### **Higher Secondary Certificate (2002)**

- Govt. Shahid Sohrawardi College, Dhaka.
- 2<sup>nd</sup> Division from Commerce Group.

## **Secondary School Certificate (2000)**

- Purba Jurain Adarsha High School, Dhaka.
- 2<sup>nd</sup> Division from Science Group.

## **COMPUTER SKILLS:**

Banking Software	:	Can work with banking software Finacle, Phonenix (Smartterm), XCRV, Card Pro.
Operating Systems	:	Windows'98/XP, Windows 2000, Windows'7, Windows'8
Applications	:	MS Office (Word, Excel, Powerpoint, Outlook), CRM, ERP
Internet	:	Web browsing & searching

## **OTHER SKILLS:**

- Able of quick learning, decision making & rapid implementation.
- Excellent communication skills and familiar in working with groups.
- Has analytical ability to identify and solve problems.
- Adaptable to different working conditions and environments.
- Sense of creativity and professional integrity.

## **LANGUAGE SKILLS:**

Bengali	:	Mother Tongue
English	:	Good in Oral, Reading and Writing

## **INTERESTS:**

Music, Movies, Traveling, Acting, Chess and Computer related activities.

## **PERSONAL INFORMATION:**

**Father's Name:** Ponil Debnath

**Mother's Name:** Rekha Debnath

**Present Address:** 61, Muradpur High School Road, East Jurain, Dhaka-1204.

**Permanent Address:** Charnapta, Word No:9, Shukhdab, Bhola.

**Date of Birth:** 7<sup>th</sup> July, 1985

**Nationality:** Bangladeshi

**Religion:** Hindu

**Marital Status:** Single

## **REFERENCES:**

Kishor Kumar Das  
Chairman  
Bidyanondo Foundation  
E-mail:kishor@bidyanondo.org

Tawfik Mustakim  
Head of Customer Operation  
Banglalion Communications Ltd  
Mobile: +8801811447422  
E-mail:tawfik.mustakim@banglalion.com.bd