

MD GOLAM SOROWAR



CONTACT



Phone

+88 017 9944 7979



Address

GP GA 2/5, Mohakhali, Dhaka



Email

golamsorowar6@gmail.com



LinkedIn

/in/md-golam-sorowar/



Instagram

@md_g_sorowar

EDUCATION

2017

BACHELOR OF BUSINESS ADMINISTRATION

Rajbari Govt. College

Result: CGPA 2.87 out of 4

2012

HIGHER SECONDARY SCHOOL CERTIFICATE

Rajbari Govt. College

Result: GPA 3.00 out of 5 | Business Studies

2010

SECONDARY SCHOOL CERTIFICATE

Rajbari Govt. High School, Rajbari

Result: GPA 3.5 out of 5 | Business Studies

SPECIAL QUALIFICATION

• I have completed "National Skill Standard Basic (360 hrs)" from "Bangladesh Technical Educational Board Dhaka".

CAREER OBJECTIVE

Objective is to contribute to the level best for the development of the company. Surely like to contribute up to the bottom line of the company. To work in an organization where i am able to contribute to the organizatio growth & profitability.

WORK EXPERIENCE

E-Zone HRM Limited (Deputed to bKash) July 01 2020 to Till
Junior Officer, bKash Center (Customer Service)

Responsibilities:

- Ensure effective customer service from all Regional Customer Center throughout the country within stipulated timeline.
- Ensure customer satisfaction through developing & implementing effective service mechanism.
- Create service awareness among customer by arranging customer meet in different region.
- Develop End to End customer compliant register; solution; follow up & feedback process tagging compliments/ comment from user.
- Maintain effective alignment with regulatory guidelines.
- Maintain effective and on time service level.
- Develop and maintain effective Service Solution Process.
- Identify and develop effective complaint management.
- Identify development requirement for complain resolution and lead cross functional team for effective alignment.
- Execution of any system or process development cross functional alignment.

bKash LIMITED

Sep 1, 2019 - Jun 30, 2020

Junior Officer, Customer Service

Responsibilities:

- To have full knowledge and ability to access all services, including translation services to help meet the individual needs of our customers.
- Ensure customer satisfaction through developing and implementing effective service mechanism.
- Create service awareness among customer by arranging customer meet in different region.
- Develop End to End customer compliant register; solution; follow up & feedback process tagging compliments/ comment from user.
- Maintain effective alignment with regulatory guidelines.
- Maintain effective and on time service level.
- Develop and maintain effective Service Solution Process.
- Identify and develop effective complaint management.
- Identify development requirement for complain resolution and lead cross functional team for effective alignment.

PERSONAL INFO

Father's Name : Md Golam Mostafa
Mother's Name : Shafali Begum
Date of Birth : March 25, 1995
Marital Status : Single
Nationality : Bangladeshi
National Id No. : 1483725477
Religion : Islam
Permanent Address :
Binodpur, Rajbari Sadar, Rajbari

Curricular Activities

- "Best Speaker Award" in a debate festival at Deputy Commissioner office, Rajbari.
- 1st in "Chess" cultural festival completion in college.
- 1st in "MoS" cricket tournament District base competitions (School Base).
- Member of Blood donation club (Badhon)

Fields of Specialization

- Excellent communication skill
- Ability to Work Under Pressure
- Ability to work as a Team
- Sales & Marketing
- Ability to troubleshoot
- Honesty and Sincerity
- Punctual
- Excellency in Microsoft Excel
- MS Word/ Excel/ PowerPoint
- Excellent Presentation Skills
- Problem Solving

LANGUAGE

ENGLISH: ● ● ● ● ●

BANGLA: ● ● ● ● ●

HINDI: ● ● ● ● ●

- Execution of any system or process development cross functional alignment.
- To ensure that all responsibilities to the Customer Service Centre are dealt with promptly, in line with agreed standards and targets.
- To complete Customer Satisfaction Surveys and all outbound activities in line with team objectives
- To maintain a comprehensive knowledge of connected departments, services, policies and procedures in relation to the work role.
- To have an understanding of the key business priorities and details of performance indicators.
- Ensure effective customer service from all Regional Customer Center throughout the country within stipulated timeline.

MILVIK BANGLADESH LIMITED

Mar 1, 2019 - Aug 17, 2019

Executive, Sales

Responsibilities:

- Team make & Supervision there work.
- Time to time reporting & plane for new sales thing.
- Root-plane for next day work.
- Introduce new item, Help teammates to work conveniently.
- Deposit sales amount throughout online payment method (bKash payment)
- Assist Field Supervisor & Office Manager.
- Surveys for product benefits and drawback.

MILVIK BANGLADESH LIMITED

Dec 9, 2018 - Feb 28, 2019

Tele Sales Executive (O.B)

Responsibilities:

- Talk to Customers about Company's Tele Products and Services.
- Listen to objections come from customer(s) end and patiently & politely handle them.
- Selling various Tele Products to potential customers over the telephone.
- Achieve target to attain Company's goal.

TRAINING SUMMARY

- **Personal KYC QC**, Institute: bKash Limited, Year: 2019, Duration: 1 Day
- **HR**, Institute: Milvik Bangladesh Ltd., Year: 2018, Duration: 4 Hour
- **Sales**, Institute: Milvik Bangladesh Ltd., Year: 2018, Duration: 2 day
- **Products**, Institute: Milvik Bangladesh Ltd., Year: 2018, Duration: 4 Hour
- **IT**, Institute: Milvik Bangladesh Ltd., Year: 2018, Duration: 4 Hour

REFERENCE

SABBIR AHMED

bKash Limited
Deputy Manager
(Customer Service Division)
Phone: +88 017 1126 8822
sabbir.ahmed@bkash.com

MD. GOLAM NUR MOSTAFA

Keya Cosmetics Limited.
Senior Manager.
Jorun konabari, Gazipur.
Phone: +88 017 1333 3880
engineer.kcl@keya-bd.com