

# RESUME



**NAME : SABRINA SILVE (BA in English)**

Contact Address : Sadi Cottage, House-27, Road-03, Ward-01, Block- A, Thana- Vatara, Vatara Noyabari (South Side of 100 Feet Madani Avenue Road), Natun Bazar, Dhaka-1212.

**Mobile: +8801711085051**

**Email / LinkedIn: [sheikhsilveee@gmail.com](mailto:sheikhsilveee@gmail.com)**

---

***Career Objective:***

To hold a position that will help me to develop professional skills by using my efficiency, hard work, confidence, academic knowledge and professional experience with utmost sincerity and commitment.

---

***Career Summary:***

**Company : Impel Service & Solutions Ltd**

**Designation : Lead Trainer (SEIP), Learning & Development**

**Time : January 2019 - Present**

**Location : Uttara, Dhaka**

***Work Responsibilities Include:***

- Designing training guideline and models for internal and external resources;
- In-house training conduction, coordination and documentation;
- Handling training batches dedicatedly, being the key contact person for the assigned batch;
- Identifying training challenges and performing follow-up of trainee attendance;
- Developing effective working relationships with all the trainers through regular meetings and obtain further training development;
- Designing and conducting periodic assessment of each trainee progress;
- Maintenance of overall training database, reporting according to all the government requirements;
- Preparing and submitting required document of training and assessment properly in due time;
- Working with Job Placement Team, to create placement opportunities for trained and skilled trainees;
- Conduct training of Professional Customer service, Call center/ soft skill development, Soft Skill Development, Effective Communication Skill for Call Center, Occupational Health And Safety, Microsoft Office Suite 2013, Corporate email etiquette, CRM, VICIDIAL, preview dialer, Manual dialer etc.
- Perform recruitment, selection process & conduct induction training on specialized topic;
- Keep record of necessary documents, manage & update personal files;
- Evaluating training needs if required.

***Achievements:***

**Bangladesh Association of Call Centre & Outsourcing (BACCO); Certified Lead Trainer of PCS (Professional Customer Service).**

**Company : Roadmaster Motors Ltd**  
**Designation : Junior HR Executive**  
**Reporting to : HR Manager**  
**Time : 3 January 2018 - 10 January 2019**  
**Location : Update Group, Tower Hamlet 10<sup>th</sup> Floor, 16, Kamal Ataturk Avenue, Banani, Dhaka-1213, Bangladesh**

***Work Responsibilities Include:***

- Manage the employee recruitment, selection, induction & confirmation;
- Do job analysis and job enrichment Maintain and update employee database & personnel filling with all related documents;
- Prepare and maintain attendance, salary administration, leave Management and compensation;
- Benefit Assist in rolling out of performance management system and different kind of report preparation;
- Maintain all kinds of administrative job including transport, office management etc.

**Company : GRAMEENPHONE LTD**  
**Designation : Customer Service Manager (Inbound Customer Service, Commercial Division)**  
**Reporting to : Team Leader of Inbound Customer Service, Commercial Division**  
**Time : November 2013 - September 2016 (three years)**  
**Location : GPHOUSE, Bashundhara R/A, Rd No 2, Dhaka 1229.**

***Work Responsibilities Include:***

- Organized customer complaints and input those in the system for necessary measures and provide them information;
- Answered incoming calls from customers and ensure instant satisfaction on productquery;
- Design plan & lead team when the boss is away or in leave, took more than 150 phone calls a day;
- Managed reporting through CSP and GP life2.0, escalated unresolved problems, responsible for making outbound and follow-up calls;
- Clarifying issues or doing accordingly; researching and exploring answers and alternative solutions;
- Respond to customer inquiries regarding product quality, complaints and feedbacks, implemented solutions, new techniques to serve customer with proper data.

***Achievements:***

- Have been nominated for Employee of the month (Grameenphone ltd) several times;
- Participated in "GP Stage" (singing competition) of Grameenphone & reached till top 10;
- Hosted and performed at official weekly shows.

---

**Academic Qualification:**

---

**Bachelor of Arts in English (BA)**

Institution : North South University (NSU)  
Major : Linguistics  
Result : CGPA 2.78 (Out of 4.00)  
Program : Bachelor of Arts in English  
Passing Year : 2018  
Location : Dhaka

**Higher Secondary Certificate (H.S.C.)**

Institution : Milestone School & College  
Discipline : Business Studies  
Result : 4.80 (Out of 5.00)  
Passing Year : 2011  
Broad : Dhaka

**Secondary School Certificate (S.S.C.)**

Institution : Kalachandpur High School & College  
Discipline : Science  
Result : 3.69 (Out of 5.00)  
Passing Year : 2009  
Broad : Dhaka

---

**Special Qualification:**

---

- Trained in Music and won many competitions;
- Took singing lessons from "Bangladesh Shishu Academy", participated in "Notun Kuri";
- A beauty influencer and passionate about anchoring;
- Certified by science projects (fair) in college, also been a part of club activities.

---

**Personal Attributions:**

---

- Self-confident & positive, ability to work efficiently under pressure & meeting deadlines;
- Ability to work in teams & maintain effective communication, optimistic;
- Good presenter and a public speaker, quick learner, active, hardworking, dedicated;
- Pro-Active leadership with good sense of teamwork, have the ability to motivate others.

---

**Language of Proficiency:**

---

**Language:** Mother tongue- **Bengali.**

Fluent in **Bengali, full working knowledge in English.**

---

**Computer Knowledge:**

---

Software : MS (Word, Excel, PowerPoint) Hardware  
: Maintenance & Troubleshooting of a PC  
Internet : Internet Browsing & Communication  
Language : Visual Basic

---

**Personal Profile:**

---

Father's Name : Md. Abdul Hakim (late)  
Mother's Name : Shahenoor Hakim  
Date of Birth : 26 Dec 1992  
Gender : Female  
Religion : Islam  
Marital Status : Single  
NID No : 19922610457000827  
Nationality : Bangladeshi (By Birth)  
Permanent Address : Sadi Cottage, House-27, Road-03, Ward-01, Block- A, Thana- Vatara, Vatara Nohabari (South Side of 100 Feet Madani Avenue Road), Natun Bazar, Dhaka-1212.  
Current Address : Sadi Cottage, House-27, Road-03, Ward-01, Block- A, Thana- Vatara, Vatara Nohabari (South Side of 100 Feet Madani Avenue Road), Natun Bazar, Dhaka-1212.

---

**References(s):**

---

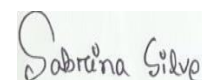
**Reference: 01**

Name : Md. Shek Sadi  
Organization : Roadmaster Motors Ltd  
Designation : Manager (HR & Admin)  
Address : Update Group, Tower Hamlet (10th Floor), 16 Kamal Ataturk Avenue, Banani, Dhaka-1213, Bangladesh  
Office: +88029820504, 9822322, 9820506, +88029820507  
Mobile : +8801976699629  
Email : [md.sheksadi@gmail.com](mailto:md.sheksadi@gmail.com)

**Reference: 02**

Name : Ranjan Datta  
Organization : Impel Service & Solutions Ltd  
Designation : Center In Charge (CIC)  
Address : ISSL, H#71, R#07, Sector- 4, Uttara Dhaka-1230  
Office : +8809614004778  
Mobile : +8801711082870  
Email : [ranjan@issl.com.bd](mailto:ranjan@issl.com.bd)

I, the undersigned declare that the information specified in this **Resume** is true to the best of my belief and knowledge and correctly describes me experience and myself.



---

Sabrina Silve