

# Mohammad Asif Iqbal



Address:

59 South Bagicha, -1219, KhilgaonTSO, Khilgaon, Dhaka 1219



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## OBJECTIVES

To pursue a challenging career and be a part of progressive organization that gives a scope to enhance my knowledge and utilizing my skills towards the growth of the organization

## EXPERIENCE

### Position: Executive, Customer Care Operation

- Company Name: ACI Limited
- Department: Customer Service, Mobile & Electronics (Stylus Mobile)
- Location: Ninakabbo, Level 3, 227/A, Gulshan Tejgaon Link Road, Dhaka-1208.
- Duration: August 1, 2015 - Continuing
- Job Description:
1. Responsible for all administrative activities (Mobile bill, TA/DA, Petty Cash, Advance Recovery, Invoice & Delivery)
  2. New customer care establishment (site acquisition, agreement, installation & operation) based on management given target).
  3. Monitor & ensure day to day Customer care operation and coordinate all of the service engineers assigned in CC.
  4. Make informative **and successful interaction with "walk in"** customers to increase customer base and brand image.
  5. Maintain customer TAT by providing effective and reasonable delivery deadline.
  6. Make DOA/ DAP approval report three times every week.

### Position: Customer Care Executive

- Company Name: EDISON Group (SIEMENS, SYMPHONY, VIBRO-POWER)
- Department: Customer Service Operation
- Location: House-26, Road-07, Block-C, Niketan, Gulshan-1, Dhaka-1212
- Duration: September 1, 2014 - July 31, 2015
- Job Description:
1. Provide one-stop customer service as per defined process to enrich customer experience.
  2. Provide L1 support to customers (repairing which can be done without engaging repair engineers).

### Position: Call Center Agent (Periodic)

Company Name: S.S.L (Service Solution Pvt. Ltd.)  
Department: Call center  
Location: BNS center, Uttara, Azampur  
Duration: June 4, 2013 - August 31, 2014  
Job Description: Provide proper service to customer.

## ACADEMIC BACKGROUND

### Master of Business Studies

Major : Management  
Passing year : 2011  
Result : First Class, Marks: 61%  
Institution : National University

### Bachelor of Business Studies

Major : Management  
Passing year : 2010  
Result : Second Class, Marks: 54%  
Institution : National University

### Higher Secondary School Certificate

Major : Science  
Year of Examination : 2006  
Result : GPA 3.6 out of 5  
Institution : Kabi Nazrul Government College

### Secondary School Certificate

Major : Science  
Year of Examination : 2004  
Result : GPA 4.19 out of 5  
Institution : Khilgaon Government High School

## TRAINING

Training Title	Topic	Institute	Location	Year	Duration
Training on Customer Service	Customer Service	Aarong	Tejgaon (Aarong Head office)	2012	5 days

## COMPUTER SKILLS

- Application Packages: MS Word, MS Excel, MS Access, and Power Point.
- Operating System: Microsoft Windows 7 and above

## LANGUAGE PROFICIENCY

- Bengali: Excellent in speaking, reading & writing.
- English: Moderate in speaking, reading & writing.

## PERSONAL INFORMATION

Father's Name	:	Mohammad Iqbal
Mother's Name	:	Taslima Begum
Date of Birth	:	December 30, 1989
Gender	:	Male
Marital Status	:	Married
Nationality	:	Bangladeshi
National Id No.	:	5082378687
Religion	:	Islam
Permanent Address	:	59 South Bagicha 1219, Khilgaon TSO, Khilgaon, Dhaka 1219

## REFERENCES

Md. Hassan Zaheer  
Position : Assistant General Manager  
Phone : 01720235064  
Agrani Bank Ltd.  
Kendrio Mohanagar-2,  
Kaderi Chamber-37, Agrabad, Chittagong.

Aleya Khatun  
Position : Principal Officer  
Phone : 01715116189  
Agrani Bank Ltd.  
Foreign Exchange Branch  
Dainik Bangla C/A, Motijheel, Dhaka

I do hereby declare that above all the information presented in this resume is correct and authentic.  
And also declared that no criminal records in any civil court or police station in Bangladesh against me.

Signature \_\_\_\_\_

Date \_\_\_\_\_