



## CAREER OBJECTIVE

Looking for a challenging career which demands the best of my professional ability and experiences in terms of, technical and analytical skills, and helps me in broadening and enhancing my current skill and knowledge in reputed organization.

## LANGUAGE PROFICIENCY

- Bengali (Mother Tongue)
- English (Fluent) both in speaking and writing

## COMPUTER SKILLS

- Efficient in Microsoft Office Program like Microsoft Word, Microsoft Excel, Microsoft PowerPoint and Microsoft Outlook.
- Expert in Online Research, Social Communication Medium such as e-mail and other social applications.

# SABUJ HASAN

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## WORK EXPERIENCE

### • Banglalink (Banglalink Customer Service Point)

Dec, 2017 - Feb, 2019      Position: Customer Manager

📍 North Badda, Dhaka

#### Key Responsibilities:

- ✓ Improve customer service experience, create engaged customers and facilitate organic growth
- ✓ Take ownership of customers issues and follow problems through to resolution
- ✓ Set a clear mission and deploy strategies focused towards that mission
- ✓ Develop service procedures, policies and standards
- ✓ Keep accurate records and document customer service actions and discussions
- ✓ Analyze statistics and compile accurate reports.

### • Grameenphone (Grameenphone Customer Service Point)

Mar, 2016 - Sept, 2017      Position: Customer Manager

📍 Adabor, Dhaka

#### Key Responsibilities:

- ✓ Recruit, mentor and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment
- ✓ Keep ahead of industry's developments and apply best practices to areas of improvement
- ✓ Control resources and utilize assets to achieve qualitative and quantitative targets
- ✓ Adhere to and manage the approved budget
- ✓ Maintain an orderly workflow according to priorities

## ACHIEVEMENTS

- Certified as Best Performer of the Month for excellent service on August 2017 at Grameenphone.
- Certified as Best Performer of the Month for excellent service on January 2019 at Banglalink.

## PERSONAL DETAILS

Father's Name : Shoukat Ali  
Mother's Name : Suraia Khatun  
Date of Birth : November 6, 1995  
Nationality : Bangladeshi  
Marital Status : Single  
NID No. : 640 347 7844  
Home District : Narsingdi

## HOBBIES

Photography Music  
Travelling Writing

## REFERENCES

- Md. Abdus Salam Sarker**  
**Associate Professor and Head,**  
Faculty of Business Administration  
City University, Dhaka.  
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- Nargis Saba Rani**  
**Asst. Director**  
Career Development & Communications  
Presidency University  
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## ACADEMIC QUALIFICATIONS

- 2019 Master of Business Administration (MBA)**  
City University  
Major: Human Resource Management (HRM)  
CGPA: 3.77 (out of 4.00)
- 2017 Bachelor of Business Administration (BBA)**  
City University  
Major: Human Resource Management (HRM)  
CGPA: 3.24 (out of 4.00)
- 2013 Higher Secondary Certificate (HSC)**  
Firoz Miah University College  
Group: Business Studies  
GPA: 4.10 (out of 5.00)
- 2011 Secondary School Certificate (SSC)**  
Birgaon High School and College  
Group: Business Studies  
GPA: 3.44 (out of 5.00)

## PERSONAL STRENGTHS

- Confident and positive, willing to accept responsibility.
- Willing to work for the best for an organization.
- Open minded in adapting new and challenging situation.
- Able to work in a team and can maintain effective relationship.

## DECLARATION

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

SABUJ HASAN