

Timothy Josh D.

Experienced Customer Service Specialist with a demonstrated history of working in the internet industry. Skilled in Customer Service, Web Browsing, Public Speaking, Management, and Debate. Strong support professional graduated from North South University.



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Dhaka, Bangladesh

Profile

I was working as a full-time operations executive at Backpack. My responsibilities in the role included providing customers face to face and over the phone support about their purchase requests. This position has given me key employability skills while also allowing me to experience working in a professional fast-paced startup environment. Even in a very short period of time, I could show my "Go-getter" mentality and play an important role in the organization's daily operations.

Experience

Customer Support Executive and Payment Analyst

Backpack Technologies, Dhaka Bangladesh

January 2019 - June 2020

- Handle customer issues
- Managing Purchasing and Missing items
- Refunding and Rerouting items
- Handling meetings with high profile clients
- Call support
- Scanning and approving payments
- Fraud detection (International payments)

Relations Executive

SkyTech Ltd, Dhaka Bangladesh

2014-2015

- Handle client queries
- Face-to-face discussions and consultations with clients. Handling Sales Calls

Projects

Translator

NGO - Ashirbad (2012-2014)

- Interpret day long seminars and trainings from Bengali to English
- Visit program sites with donors and help them communicate

Volunteering

Data Collector

Help Age India, Darjeeling, India (2012)

- Conduct surveys and collect data for analysis.

Education

Bachelor of Business Administration (BBA)

North South University (2014-2019)
CGPA 3.27

International Business and Marketing

Indian Secondary Certificate (ISC)

Mount Hermon School (2012- 2014)

Business

Indian Certificate of Secondary Education (ISCE)

Mount Hermon School (2010- 2012)

Business

Languages

English	Expert
Bengali	Advanced

Awards

Prefect High School (2013)

My role was to maintain an atmosphere of friendly cooperation, peace, discipline and unity in the School

Skills

Google Tools (Docs, Sheets)	Usage of Slack (Work Communication tool)	Dropbox Usage (Paperdoc etc)	Trello (Management Tool)
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References

Lt Col Md. Moazzem Hossain, psc, G (Retd)

M. Sc (Technical), M.D.S (NU)

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Mr Asif Chowdhury

Lecturer & Assistant Proctor

M. Sc. In Business Economics & Finance

University of Surrey

UK BS in Economics (Minor in Finance)

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