

MEHRAB ISLAM SHUVO



Mohammadpur, Dhaka,
Bangladesh, 1207



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write2mehrab@gmail.com

Objective:

Encouraged to build a pioneering career in successive manner by obtaining a position in a reputed and sustainable organization to ensure its unimpeded growth.

Personal Information:

- Father's Name: Khasrul Islam
- Mother's Name: Mukul Islam
- Date of Birth : September 21, 1994
- Nationality : Bangladeshi

Workshop Activitie:

- MUN BOOTCAMP organized by United Nations Security Council

Professional Experiences:

1. Organization: United Parcel Service (UPS)

Designation: Executive

Department: CSTC (SP)

Time Period: June 3rd, 2018 – May 30th, 2020

Duties/Responsibilities:

- Ensured that customer calls are handled and answered in time.
- Informed customers about customs documentation and ensures clearances are met
- Provided Shipment details information to customers at every point of movement
- Supported customers about customs documentation and clearance.
- Coordinated with Hub and Gateways to update customers about shipment at all points.
- Communicated with Airport & Ocean Gateway for release of cargo and shipments and accordingly update.
- Initiated notification of customers for the brokerage of the shipments and its proper documentation
- Synchronized Sales value add services to the customers after realizing their needs while talking to them.
- Followed up with shipper about the shipment status on a regular basis Knows the products and specially Brokerage terms and pricing aspects to impart to customers.

2. Organization: Prime Bank Limited

Designation: Intern

Department: Customer Service

Time Period: (November 14, 2017- January 14, 2018)

Duties/Responsibilities:

- Customer Service Request
- Clearings

Hobbies:



Photography



Reading



Music

Computer Skills:

- MS Office (Word, Power Point, Excel)
- Internet & E-mail essentials
- Typing (English & Bengali)

Achievements:

- Handled 22 calls per hour (9 Hours)
- Handled 11 emails per day (9 Hours)
- Handled high pressure complaint
- Handled 5 NPS call per day.
- Provided training Create UIS (UPS Internet Shipping) label.

Extracurricular Activities:

- Participated in IBP (Ice Breaking Program) Organized by Dhaka City College
- Participated in Intra Business Competition Organized by Dhaka City College

Online Course:

- Fundamental of Digital Marketing on Google Garage (On Going Course)

Educational Qualification:

Bachelor of Business Administration (BBA)

National University (Dhaka City College)

Passing Year: 2018

Major: Finance

CGPA: 3.31

Higher Secondary Certificate

(HSC)

Dhaka City College (Dhaka Board)

Passing Year: 2012

Major: Business Studies

GPA: 5

Secondary School Certificate (SSC)

Mohammadpur Preparatory & Boys' High School (Dhaka Board)

Passing Year: 2010

Major: Commerce

GPA: 5

References:

1. Mr. Mithun Paul
Assistance Manager
CSTC Department
United Parcel Service BD Head
Office, Gulshan -2
Hot Line: 01743-104725
2. Mr. Syed Arifur Rahaman
Ex-Assistance Manager
CSTC Department
United Parcel Service BD Head
Office, Gulshan -2
Hot Line: 01817-585252