

Imran Khan



Mailing Address

House #36/1, Lane #2,

Block #A, Mirpur-6, Dhaka-1216

Contact: 01675079923

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CAREER OBJECTIVE

Searching for a challenging career as a Customer Relations Executive of well-established company in which to put my skills to the test. I am confident in my work and I am able to do the best whatever I will do. Just need a chance and some time to prove that.

EXPERIENCE

Designation: Customer Relations Executive

Organization: Telecampus @BPO

10th September 2017 to 10th May 2018

Responsibilities:

- Answer incoming calls and respond to customer's emails.
- Management and resolve customer complaints.
- Sell products and place customer orders in the computer system.
- Identify and escalate issues to supervisors.
- Provide product and service information to customers.
- Research required information using available resources.
- Process orders, forms, and application.

Designation: Receptionist

Organization: Hong Kong and Shanghai Banking Corporation (HSBC)

(Recruited by Property Care Services Bangladesh (Pvt.) Ltd.)

26th January 2020 to Continuing

Responsibilities:

- Greet and welcome guests as soon as they arrive at the office.
- Direct visitors to the appropriate person and office.
- Answer, screen and forward incoming phone calls.
- Provide basic and accurate information in-person and via phone/email.
- Receive, sort and distribute daily mail/deliveries.
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)

EDUCATION

B.A (Hons) in English

Bangladesh University of Business & Technology

Passing Year: 2019

Board: Dhaka Board

CGPA: 2.60 (Out of 4.00)

H.S.C

Mirpur University College

Business Studies

Passing Year: 2014

Board: Dhaka Board

CGPA : 3.10 (Out of 5.00)

S.S.C

Mirpur Government High School

Business Studies

Board: Dhaka Board

Passing Year: 2012

CGPA : 3.75 (Out of 5.00)

COMPUTER SKILLS

Microsoft Office Word

Microsoft Office Powepoint

Adobe Photoshop

Social Media Marketing

Internet Browsing and Multimedia

OTHER SKILLS

Capacity to work under Pressure

Able to drive Motorcycle

Willing to travel extensively

Intersted to take challenges and learn new things

Basic knowledge of Bangladesh labour law

Good Communication (Written/Verbal) & Presentation skills

Hardworking, self motivated and a good team player

LANGUAGES

Bangla

Native or Bilingual Proficiency

Hindi

Professional Working Proficiency

English

Full Professional Proficiency

CAREER AND APPLICATION INFORMATION

Looking For : Entry Level Job
Available For : Full Time
Expected Salary : Tk. 25,000
Preferred Job Category : Customer Service Executive, Counsellor
Preferred District : Dhaka, Cumilla, Cox's Bazar

PERSONAL INFORMATION

Father's Name : Md. Manik Mia
Mother's Name : Mrs. Asma Begum
Date of Birth : 19th December, 1995
Nationality : Bangladeshi (by birth)
NID No : 193 156 6549
Marital Status : Single
Religion : Islam
Gender : Male
Height : 5`5
Present Address : House #36/1, Lane #2, Block #A, Mirpur-6, Dhaka-1216
Permanent Address : East Kharghar, P.O #Mahini Bazar, P.S #Nangolkoat, Comilla

REFERENCES

Name: Oria Alom
Designation: Sales Associate
Organization: Aarong
Address: 194/3 East Kazipara, Mirpur,
Dhaka-1214.
Contact Number: 01681435743
E-mail: oriaalam1@gmail.com

Name: Mohamad Shakibul Haque
Designation: Operation Manager
Organization: Telecampus@BPO
Address: 487/1, West Shewrapara, Mirpur,
Dhaka- 1216.
Contact Number: 01679861887
E-mail: shakib.telecampus@gmail.com



Signature