

# Shekh Mohammad Shakawat Hossain



## Address

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Uttara Model Town, Dhaka-1230  
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## Career Objective

To build long-term career in service industry where I will be able to utilize my skills, experience and education to obtain business objective, ensuring interests of all the stakeholders linked with me and confirm my success at any challenge. I am looking for obtaining Managerial position within 3 years by performing and conquering all obstacles and challenges.

## Work Experience

**Operation Executive- Team Leader (1<sup>st</sup> July 2018- 31<sup>st</sup> October 2019)**

**Digital Channel, Genex Infosys Ltd.**

### Roles:

- Team development in order to achieve organization goal and clients' business objective.
- **Managing customer service through Social Media LOB of Grameenphone Ltd. includes-**
  - ❖ GP verified Facebook Fan page
  - ❖ Bioscope verified Facebook Fan page and Email support
  - ❖ GP Music verified Fan page
  - ❖ Wowbox verified Fan page
- **Beside above LOB, cooperate other Digital Channel LOB includes:**
  - ❖ GP Email service
  - ❖ GP Live Chat service
  - ❖ Skitto Helpline
- Mentoring and guiding agents to provide correct solution of customers' queries & complaints and ensuring best quality service.
- Preparing and maintaining roster for agents.
- Providing refreshment and performance enhancement coaching to existing agents.
- Coordinate training team to train new joiners during induction period and Quality team to improve service quality.
- Coordinate HR task by taking interviews of agents and maintain updates of Digital Channel team members.
- **Maintaining client relationship by ensuring clients business purpose.**

**Sr. Trainee (13<sup>th</sup> July 2016 to 28<sup>th</sup> June 2018)**

**Digital Channel, Grameenphone**

### Roles:

- Resolving customers' queries and complaints through Email, Live Chat & Social Media.
- Liaison between corporate customers and Key Account Managers.
- Generating sales through Digital Media to valued customers.

- Assisting product development teams to recognize customers' expectations and finding out potential customers.
- Assisting Managers and Team Leaders to mentor new trainees.
- Assisting MyGP app developer teams to develop new customer friendly features.

### **Intern, South East Bank Ltd (13<sup>th</sup> September 2015 – 13<sup>th</sup> December 2015)**

#### **Roles:**

- Assisting Foreign Exchange Department, Credit & Risk Department & General Banking Department to conduct daily activities.
- Analysis of loan seekers information and assisting credit risk executives to take final decision.

### **Professional Degree:**

Pursuing CIPS-UK, DIPLOMA IN PROCUREMENT AND SUPPLY (Level 4) from Advance SCS.

Duration: 5<sup>th</sup> February 2020- Current

### **ACHIEVEMENTS**

- Second round of Ad Makers Bangladesh 2012 arranged by Young Entrepreneurs Society club of NSU.
- Participant of Socio Camp 2013 arranged by Social Service Club of NSU.
- One of the top 35 participants out of 1000 candidates of Fresh Presents Shadhin commentator HUNT- Powered By GTV.

### **Computer Proficiency**

- Proficient in Microsoft Office tools (Powerpoint, Excel, Outlook, Word).
- Proficient in ERP tools (CBIO, CIM, CRM, Skydive, Revechat).

### **Training**

- **Internal Audit Including General Conception of ISO 9001:2015**  
Institute: BDjobs Training, Karwan Bazar  
Training Duration: 1/12/2017 – 2/12/2017
- Completed online course training from Alison Course Material on Supply Chain Management.

### **Personal Traits**

- |                               |   |
|-------------------------------|---|
| - Desperate to achieve        | - Ready to visit anywhere                     |
| - Passionate for success      | - Flexible to adjust in different environment |
| - Positive towards challenges |   |
| - Communication excellence    |   |

### **Education**

#### **Masters of Business Administration**

Major at Human Resource Management (2017– 2018)

Current CGPA: 3.19 out of scale 4

North South University

**Bachelor in Business Administration**

Major: Marketing & Finance (2011 – 2016)

CGPA of BBA: 3.06 out of scale 4

North South University

**Higher Secondary Certificate**

Rajuk Uttara Model College, Dhaka (2008 – 2010)

Group: Business Studies

GPA: 4.90

**Secondary School Certificate**

South Point School & College, CTG (2005 - 2008)

Group: Science

GPA: 4.63

**Personal Information**

Name: Shekh Mohammad Shakawat Hossain

Parents: S.M. Amir Hossain & Chamon Ara Hossain

D.O.B: 10<sup>th</sup> August 1993

Permanent Address: Village: Mirapara, PO: West Gujra, PS: Raujan, District: CTG

NID: 8694343529

**References****Mehdi Hasan Zulfiqar**

Head of Customer Service

ShopUp Ltd.

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Relationship: Former Manager

**MD. Atique-Ul Islam**

Lead Manager

Digital Channels & Distribution, Digital

Grameenphone Ltd.

Contact: +8801711506643

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Relationship: Former Reporting Supervisor