



SK . MD . SHAKIL AHMED



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Banolota housing
Road no # 2,
House # 246/1/c/3/3,
West agargone, Dhaka 1207.
Sher-e-bangla nagar.



25 year's old

Career objective

Looking to obtain a responsible position, where I can help the company to grow in value utilizing my experience, capabilities and abilities.

Training

English & business communication / customer support & service from BITM Dhaka, Bangladesh.

Interpersonal Skill's

- ☐ Responsibility
- ☐ Quick learner
- ☐ Always enjoy work's
- ☐ Time Management
- ☐ Teamwork
- ☐ Problem Solving
- ☐ Pressure Handling
- ☐ Leading people
- ☐ Friendly
- ☐ Car / Motor bike driving

Hobby / Extracurricular activities

- ☐ Traveling.
- ☐ Outdoor gaming.
- ☐ Chess playing.
- ☐ Riding.
- ☐ Tracking.
- ☐ Tour planning, management and guiding.

Personal details

- Date of birth : 30/10/1996.
- Marital status : Unmarried.
- Nationality : Bangladeshi.
- Nid no: 8242671819.

Professional skill's

- Microsoft office.
- Adobe photoshop.
- Adobe illustrator.
- Social media support.
- E-mail.
- Desktop hardware.
- Internet browsing.
- Written/verbal communication.

Language proficiency

- English : Medium.
- Bengali : High.

Work experience

❖ Customer relation Sr.executive | May 2017 to May 2019.

☐ Ajkerdeal.Com ltd , E-commerce.

○ Duties/responsibilities :

- Receive & make call to the customer's.
- Collect customer's queries from social media,
- Handling customer's complains instantly,
- Provide proper customer service through e-mail and text message's,
- Replay and response customer through Outlook and live chat,
- Ensure customer's satisfaction,
- Provide face to face customer service,
- Make report to supervisor,
- Prepare duty roster,
- Get the job done by the team member's,
- Work as supply chain executive when needed (pre-shipment, post-shipment),
- Take part in various types of fair's and event's on behalf of the company out side of Dhaka (Chittagong, Sylhet, Khulna).

❖ Telemarketing executive| Apr 2016 to Jul 2016.

☐ Dtx business solutions, Bpo company.

○ Duties/responsibilities :

- Offering business loan to the American citizen on behalf of American finance company (merchant cash advance).

❖ Telemarketing executive | Apr 2016 to Jul 2016.

☐ Aspiriz business solutions , Bpo company.

○ Duties/responsibilities :

- Offering business loan to the American citizen on behalf of American finance company (merchant cash advance) .

Reference

Sidharrtha mridha sidhu,
Asst. Manager at ajkerdeal.Com ltd.
Phone : +8809638000777.
Mobile : 01733595410.

Education

➤ Bangladesh national university,

- Bachelor of business administration (B.B.A),
- Year : 2020,
- Major in management (general),
- Running.

➤ Mohappadpur model school and college,

- Higher secondary school certificate (H.S.C),
- Year : 2014,
- Business studies,
- Pass out.

➤ Mohappadpur model school and college,

- Secondary school certificate (S.S.C),
- Year : 2012,
- Business studies,
- Pass out.

Signature