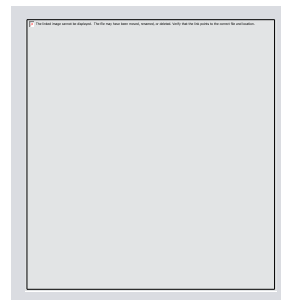


# ASIFULLA AZAD

Address: Notunbag, Gha/2/B ( khilgoan-Taltola)  
Mobile No 1: 01670804299  
e-mail : asifullaazad@gmail.com



## **Career Objective:**

To find a challenging career in an esteemed organization so that I may grow professionally, while earning a good reputation amongst my peers. I am seeking a position that will utilize my skills and expertise while offering the chance for advancement.

## **Career Summary:**

Current Customer Care Officer . Versatile, reliable and efficient with 4+ years experience supporting Co-workers and Customer in high paced environments and Experienced sales with strength in customer service, sales and negotiations.. Diversified skills include client relations, human resources. Excellent phone and digital communication skills.

## **Special Qualification:**

OPERATING SYSTEM :WINDOWS XP/VISTA/7  
APPLICATION PACKAGE:MS-OFFICE (MS WORD, MS EXCEL, MS POWER POINT  
APPLICATION:E-MAIL, INTERNET BROWSING

## **Employment History:**

**Total Year of Experience :** 4.8 Year(s)

### **1. Customer Care Officer ( February 23, 2013 - October 31, 2017)**

#### **Show motion Ltd.**

Company Location : Karwan Bazar

Department: Oparetion

#### **Duties/Responsibilities:**

- 1.Proven customer support experience or experience as a client service representative
- 2.Strong phone contact handling skills and active listening
- 3.Familiarity with CRM systems and practices
- 4.Customer orientation and ability to adapt/respond to different types of characters
- 5.Excellent communication and presentation skills
- 6.Ability to multi-task, prioritise, and manage time effectively

## **Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
BBA	Major - Finance, Minor - HRM	University of Information Technology & Sciences	CGPA:3.34 out of 4	2016	4	Good will

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
MBA	Major – HRM, Marketing	North South University	Continue	Continue	2	Good will

**Training Summary:**

Training Title	Topic	Institute	Country	Location	Year	Duration
Credit Management Policy	Credit Performance	Janata Bank	Bangladesh	English Road	2016	3 month Internship
Search Engine Optimization (SEO)	SEO	BASIS (BITM)	Bangladesh	Kawran Bazar (BDBL)	2016	1 Month

**Professional Qualification:**

Certification	Institute	Location	From	To
Business Process Organization	Bangladesh Association of Call Center Outsourcing (BACCO)-SEIP	Banani, My Outsourcing	November 6, 2016	January 7, 2017
Customer Care Officer	Show Motion Ltd.	Kawran Bazar	February 23, 2013	October 31 <sup>st</sup> , 2017

**Career and Application Information:**

Looking For : Mid Level Job  
 Available For : Full Time  
 Preferred Job Category : Accounting/Finance, Bank/Non-Bank Fin. Institution, Multinational Company  
 Preferred District : Dhaka  
 Preferred Country : Ukraine  
 Preferred Organization Types : Banks, Investment/Merchant Banking, Telecommunication, Financial Consultants

**Specialization:**

Fields of Specialization
<ul style="list-style-type: none"> <li>MS Word/Excel/PowerPoint/OneNote</li> <li>Customer Support/Client Service</li> <li>Photography</li> </ul>

**Extra Curricular Activities:**

Show Host Outside Tour Listing Song Like to watching movie at movie theater like to attend different party and love to eat

**Language Proficiency:**

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	High	High
Hindi	Low	Low	High

**Personal Details :**

Father's Name : Md. Abul Kalam Azad  
 Mother's Name : Alaya Azad  
 Date of Birth : February 17, 1994  
 Gender : Male  
 Marital Status : Single  
 Nationality : Bangladeshi  
 National Id No. : 19943090429124704  
 Religion : Islam  
 Permanent Address : Village – North Medeni Mondol PO- Medeni Mondol , PS-Louhojong District- Munshigang  
 Current Location : Dhaka

**Reference (s):**

**Reference: 01**

Name : Md. Jahirul Quyyum Chowdhury  
Organization : Janata Bank Ltd.  
Designation : Fagm-Manager  
Address : English road, Branch  
Phone (Off.) : 7120934  
Phone (Res.) :  
Mobile : 01718028951  
E-Mail : zqchow@yahoo.com  
Relation : Professional

**Reference: 02**

Mr. Hossain Miazee  
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Academic

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Signature