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# Md. Sadnan Hossain

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## SKILLS

Excellent communication skills; good interpersonal skills with capability of team work; good analytical ability and capability to work under pressure.

## Career Summary

Work experience with the leading telecom pioneer has given me a complete exposure of frontline sales and service, training and knowledge management & monitoring and evaluation of customer service.

## EXPERIENCE

### **Intern, National Bank Limited**

**13 August 2020- 15 November 2020**

- Signing on new clients and helping them through the onboarding process.
- Managing client bank accounts and overseeing transactions.
- Presenting and cross-selling banking services and products to existing and prospective clients.

### **Customer Manager, Inbound, Grameenphone LTD**

**2015 - 2016**

- Providing quality service to ensure customer experience
- Capturing customer insights and escalating critical issues
- Sales through inbound and outbound contacts
- Handled premium business and postpaid customers

### **Customer Service Manager, Inbound, Genex Infosys**

**2013 - 2015**

- Handle different complaints of customers
- Promote products and services to customers
- Troubleshoot technical difficulties
- Oversee billing and payments of customer

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## EDUCATION

### Bachelor of Business Administration

Southeast University

2015-2020

CGPA- 2.92

### Higher Secondary School Certificate

Cantonment Public School and College, Rangpur

Passing Year- 2010

CGPA- 3.60

### Secondary School Certificate

Cantonment Public School and College, Rangpur

Passing Year- 2008

CGPA- 4.50

## Computer and Language Skills

- Excellent computer literacy in basic and business applications such as MS Office, Internet Essentials, Adobe Photoshop, Adobe Light-room etc.
- Tools Skill: CRM, ECMS, CBIO, Vici-Dial, BSCS, Zendesk, Engine Room
- Excellent command over four language skills (Reading, Writing, Listening & Speaking) of both Bangla & English

## Reference

*Nafisa Ekhlas*

Medical Officer

Bangladesh Dental College, Dhaka.

E-mail: [nafisaekhlas@gmail.com](mailto:nafisaekhlas@gmail.com)

*Syeda Khadiza Akter*

Lecturer, BBA Program

Southeast Business School

E-mail: [skhadizaal@gmail.com](mailto:skhadizaal@gmail.com)

### Declaration

I do hereby confirm that the information given in this form is true to do the best of my knowledge and belief.

Signature

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Md. Sadnan Hossain