

SOUROV GUHA

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CAREER OBJECTIVE

To pursue a challenging career and be part of a progressive organization that gives scope to make use of my knowledge, interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

PROFESSIONAL ATTRIBUTES

Company Name: Japan Tobacco International (JTI)

Position: Field Marketing Supervisor (FMS)

Duration: 5th January 2019 – July 4th 2019

Responsibilities:

- * Planning, coordinating and monitoring effective implementation of business program.
- * Ensuring that team operates in compliance with company policies.
- * Driving and supporting the team in ensuring that they achieve the highest level of customer service.
- * Sharing market insights and reports for effective decision making.

Company Name: Robi Axiata Limited

Position: Customer Care Executive

Duration: May 2015 - November 2016 (1year & 6months)

Responsibilities:

- * To get Insight about consumer's problems.
- * Rendering services through knowledgeable way.
- * Provided tailored help to the customers with analytical abilities.
- * Maintain company's reputation through sheer personality and service.

EDUCATIONAL BACKGROUND

Master Of Business Administration (MBA)

Major: Marketing

University of Chittagong

Passing Year: 2018

Result: 3.48

Bachelor Of Business Administration (BBA)

Major: Marketing

Institution: Chittagong Cantonment Public College

National University

Passing Year: 2013

Result: 2.98

Higher Secondary Certificate (HSC)

Business Studies

Institution: Patiya Government College

Passing Year: 2009

Result: 4.50

Secondary School Certificate (SSC)

Business Studies

Institution: Begum Gul Chaman Ara Academy

Passing Year: 2007

Result: 4.44

SKILL PROFILE

Microsoft Office (Word, Excel, PowerPoint and Access)

Adobe Photoshop

ACHIEVEMENTS

- Best Monthly Employee Twice at Robi Axiata Limited
- Organizing College Annual Program
- Boys Scout Participant in School

LANGUAGES

Bengali



English



PERSONAL INFORMATION

Date Of Birth : 23rd February, 1992

Nationality : Bangladeshi

Permanent Address:

Village: East Gomdandi, P.O: Boalkhali

Upazila: Boalkhali, District: Chattogram

Religion : Hinduism

Blood Group : B⁺ve

National ID NO : 19921511238000057

REFERENCES

Dr. Tunazzina Sultana

✉ Professor

Department of Marketing

University of Chittagong

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Md. Mujibul Hoque Chowdhury

✉ Deputy Manager

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Chittagong, Bangladesh

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DECLARATION

I hereby declare that, the information furnished above is true to the best of my knowledge.

Sourov Guha

Signature