

CURRICULAM VITA

M. Tanveer Hussain Kha

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Career Summary:

More than 5 years' experience in , Admin & Office operation,
Customer Service/relation with the experience of Quality
Assurance of Customer Service Agent, Motivation, Training & Development &
Performance Appraisal.

Job Experience:

❖ Community Associate at Regus Bangladesh, from 4th November 2018 – Present **Responsibilities:**

- Operation Management of Regus Bangladesh.
- Administrative tasks for Regus Bangladesh
- Cooperate with bank (HSBC) to release remittance amount by providing supporting documents.
- Event Management.
- Assist clients in availing "Regus" facilities.
- Customer life cycle management- Acquisition to on-boarding to contract closure.
- Sales & make tour in Regus centre for clients.
- Responsible for clients' monthly billing & payment allocation.
- Vendor management as per office & client requirements.
- Responsible for all front desk activities including all incoming and outgoing call/documents.
- Mail management including courier, letter dispatching (both incoming & outgoing)
- Responsible for monitoring office furniture, equipment and if required contact to appropriate person to solve the problem. Ensure office cleanness.
- Responsible for some technical issues like: Configuration PC/Laptop, printer, internet etc
- Responsible for managing office staffs.
- Maintain cooperation with tax consultancy team from our end & when required give them required documents.

❖ Assistant Manager, Client Relation at Shuru Campus Ltd., from 1st April 2018 – Present

Responsibilities:

- Assist customers in availing "Shuru campus" facilities.

- Customer life cycle management- Acquisition to on-boarding to contract closure.
- Online presence and campaign management (Social Media: Facebook, LinkedIn) for Shuru Campus.
- Operation Management of Shuru Campus Ltd.
- Event Management.
- Take Interview for recruitment as per client's requirement.
- Assist Manager about some financial or billing issue by Excel & Office R&D software.
- Responsible for all front desk activities including all incoming and outgoing call/documents.
- Mail & Email management including courier, letter dispatching (both incoming & outgoing)
- Responsible for monitoring office furniture, CC Camera, equipment & server and if required contact to appropriate person to solve the problem. Ensure office cleanness.
- Responsible for some technical issues like: Configuration PC/Laptop, IP, Wifi Router, printer etc., also have admin power of giving internet access to clients.
- Prepare, distribute and maintain the record of employee's ID & visiting card.
- Checking client's attendance (check in & out time) by using Access Control software & report to concern person.
- Vendor management as per office & client requirements.
- Responsible for VAT returns of the company & make rapport with VAT Office.
- Responsible for managing office staff.
- Make report in excel as per manager's requirement.

❖ **Senior Executive, Customer Service at Telenor Health (under AOS; Authentic Outsource Solution),** from 10th July 2017 to 31st January 2018

Responsibilities:

- Customer Service Inbound & Outbound call.
- Solved Customer Query, complaint etc.
- Sales of product/packages by outbound call.
- Emailing internal team about customer Complaint.
- Give new ideas for product by the feedback of Customers'.
- Train the new employee about our work.
- Make report in excel as per manager's requirement.

❖ **Senior Executive, Customer Service and Ad Review at Ekhanai.com (SnT Bangladesh Ltd.),** from 20th December 2015 to 18th May, 201

Responsibilities:

- Content Moderation: Review given ads by user as per rules specially image, title description then accepts or reject the ad and also before rejecting the ad inform the user over phone.
- Customer Service over Phone & Email: Inbound & Outbound call. Solve the issue as per query of customer & also handled the email of customer query over email &

phone.

- Quality Assurance: Checked every moderators accepted & rejected ads, put it into Google spread sheet and give them feedback with motivation about their improvement. Also Checked emails of CS agent & give them feedback about their improvement.
- Fraud Management: Check Live ads & complained ads, find the ad pattern & call the user as a buyer then identify as a fraud or not and give update to the moderators about pattern & also inform to the customer over phone & email.
- Customer Retention: It's a kind of Telesales, called 100 customers on each month to convince them to give more ads in every month.
- Employee Training: Trained the new employee about our work.
- Analyse specific ads, fraud ads & other related issue- keeps records & make presentation on Google document, spread sheet & slide.
- Other assigned task by Manager: Made report in excel as per manager's requirement.
- Helped Director and Manager to make updated rules & also to take some decisions.

Key Achievements:

- Awarded employee of the month for 8 times.
- Top in Fraud Identifier and top knowledge in product & content.

❖ **Executive, Customer Service and Ad Review at cellbazaar.com then renamed Ekhanei.com (SnT Bangladesh Ltd.),** from 18th May, 2014 to 19th December, 2015

Responsibilities:

- Content Moderation: Review given ads by user as per rules specially image, title description then accept or reject the ad and also before rejecting the ad inform the user over phone.
- Customer Service over Phone & Email: Inbound & Outbound call. Solve the issue as per query of customer & also handled the email of customer query over email & phone.
- Gave follow up calls to the customers about our service & rules.
- Fraud Management: Check Live ads & complained ads, find the ad pattern & call the user as a buyer then identify as a fraud or not and give update to the moderators about pattern & also inform to the customer over phone & email.
- Employee Training: Trained the new employee about our work.
- Other assigned task by Manager: Made report in excel as per manager's requirement.
- Helped Director and Manager to make updated rules & also to take some decisions.

Educational Background:

MBA

MBA (Master of Business Administration), major in Human Resource Management from American International University-Bangladesh (AIUB) with CGPA: 3.80 (4.0 Scale).

Passing year: 2017

BBA

BBA (Bachelor of Business Administration), major in Human Resource Management and minor in Marketing from East West University (EWU), with CGPA: 2.62 (4.0 Scale).

Passing year: 2013

H.S.C

Higher Secondary Certificate from BAF Shaheen College Kurmitola Dhaka. GPA: 3.20 (5.0 Scale).

Passing year: 2007

S.S.C

Secondary School Certificate from BAF Shaheen College Kurmitola Dhaka. GPA: 4.06 (5.0 Scale).

Passing year: 2005

Computer Literacy:

Office Files: Microsoft Office, Excel, Power point & Google Spread Sheet, Document & Slide.

Others : Software- R-zone, Titan, Control panel, Zendesk, Back Office Tool, CRM, TIMS, OS Ticket, Office R&D & Internet browsing, email, classified, Ecommerce site etc.

Training

Community Volunteer Training Program patronized by United Nations and European Union held on February 2014 at Fire Service and Civil Defence station, Dhaka Cantonment.

Language Skills

- Bangla: Reading, Writing & Speaking
- English: Reading, Writing & Speaking

Aptitudes

- Team Player.
- Quick Learner.
- Fluent public communication skill.
- Self-confidence.
- Highly spirited and motivated.
- Ability to motivate others and to convince people.
- Dedicated, loving, honest, punctual and sincere in work.
- Ability to work under stress & with a team.

Personal Information

- Father's Name : M Abadat Ali Khan
- Mother's Name : Syeda Taslima Akhtar
- Date of birth : 5th December, 1990
- Nationality : Bangladeshi (by birth)
- Marital Status : Married
- Religion : Islam (sunni)
- Present address: 557 South Manikdee, ECB Chatter, Dhaka Cantonment, Dhaka-1206.

- Permanent address: Vill: Bagua; P.O: Bagua; P.S: Dhanbari; Dist: Tangail, Div: Dhaka.
- Interests : Cycling, travelling, net surfing, chatting, meeting new people etc

References

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