

UMMEY KULSUM

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Career Objective:

Obtain a good position in a dynamic organization. To work in a challenging and a fast-paced environment, make the best of my current knowledge and creativity, with learning opportunities.

Career Summary:

An efficient and enthusiastic individual with 6+ years of extensive experience both in sales and public interaction environment seeking an opportunity to contribute the skills and expertise to the management team of a fast-growing company.

Special Qualification:

- Self-Motivated, organized and efficient
- Extensive experience in Customer Service
- Able to work well in high pressure environment
- Good Communication skills
- Timely Decision-Making abilities.

Employment History:

Total Year of Experience : 6.9 yrs

1. Sr. Officer(3.4 yrs)

(October, 2018 - Continuing)

NITS Service (Pvt.) Limited a sister concern of NITOL-NILOY GROUP

71 Nitol Niloy Centre, Dhaka

Area of Expertise

Generate sales lead (1.1 yrs), handle customer complain (1.1 yrs), Provide Information (1.1 yrs)

Duties/Responsibilities

- Manage large amounts of incoming calls.
- Generate sales leads.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents.
- Follow communication procedures, guidelines and policies.
- Take the extra mile to engage customers.

2. Intern(0.5 yr)

(April, 2018 - October, 2018)

BRAC Aarong

B, Link Road, 346 Bijoy Sarani - Tejgaon Link Rd, Dhaka 1208

Area of Expertise

Administration (0.2 yr), Human Resources & Development (0.2 yr), Social Compliance (0.2 yr)

Duties/Responsibilities

- Making calls to all producers who will be audited.
- Making calls for CAD collection.
- Inform producers to collect their audit reports.
- Arrange all Video audits received and arrange them folder wise.
- Arrange all audit reports in business file.
- Report handover to producer with CAP.
- Inform producers for producer forum.
- Inform producers for special compliance forum.
- Assist in report making.
- Assist audit unit for forum events and training sessions.
- Ad hoc field visit for audit unit.
- Make special reports which are not in business file.
- Communicate with the auditors on behalf of the producers when audit unit is out of office.
- Updating excel files as per auditors' requirements.
- Assisting in technical works like picture resizing and editing.

3. Senior Trainee(2.2 yrs)

(October, 2015 - December, 2017)

Grameenphone Ltd.

GPHOUSE, Basundhara R/A, Baridhara, Dhaka-1229 Bashundhara, 1229

Area of Expertise

Call centre training (0.7 yr), Customer Care (0.7 yr), training and development (0.7 yr)

Duties/Responsibilities

- Maintains customer satisfaction by providing problems-solving resources.
- Answers customers' questions.
- Resolves problems and disseminates advisories and warnings
- Conducts surveys and forms focus groups.
- Schedules expenditures.
- Identifies customer service trends and determines system improvements
- Implements production, productivity, quality, and customer-service standards.
- Prepares and completes actions plans.
- Analyzes variance and initiates corrective actions.
- Meets customer service financial objectives by forecasting requirements.

4. Sales Associate(0.5 yr)

(April, 2015 - October, 2015)

BRAC Aarong

Dhaka

Area of Expertise

Customer Support/ Client Service (0.2 yr), Retail Stores/ Shops (0.2 yr), Sales (0.2 yr)

Duties/Responsibilities

Product Management, Product Display, Customer Service, Annual Inventory.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Masters of Business Studies(MBS)	Management	National University	First Class, Marks :61.4%	2014	1 year
Bachelor of Business Studies (BBS)	Management	National University	Second Class, Marks :52.73%	2012	4 year
Post Graduate Diploma (PGD)	Human Resource Management	Bangladesh Institute of Management (BIM)	CGPA:3.21 out of 4	2019	1 year
Post Graduate Diploma (PGD)	HR, Admin & Compliance	Bangladesh Garments Management Institute (BGMI)	pass	2018	4 months
HSC	Business Studies	Govt. Pioneer Girls College, Khulna	CGPA:4 out of 5	2005	-
SSC	Business Studies	Bashtali Secondary School, Bagerhat	CGPA:3.31 out of 5	2003	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Enterprise Resource Planning		BRAC Aarong	Bangladesh	Aarong Khulna	2015	1 day
Point Of Sales		BRAC Aarong	Bangladesh	Aarong Khulna	2014	1 day
Customer Service Refresher		BRAC Aarong	Bangladesh	BRAC Learning Centre, KHULNA	2013	1 day
Professionalism in Customer Service		BRAC Aarong	Bangladesh	BRAC Learning Centre, KHULNA	2012	1day
Customer Service For Sales Associate		Aarong	Bangladesh	BRAC Learning Centre , KHULNA	2011	1 day

Professional Qualification:

Certification	Institute	Location	From	To
Preparing to Manage Human Resources	Coursera	N/A	May 17, 2021	June 7, 2021
Organizational design Know your organization	Coursera	N/A	April 19, 2021	May 17, 2021
Customer How to Understand Customer Needs	Udemy	N/A	April 6, 2021	April 9, 2021
Learn HR Fundamentals for a Career in Human Resources	Udemy	N/A	March 23, 2021	March 29, 2021
Smart Employee Engagement for Sustainability	Udemy	N/A	March 23, 2021	March 29, 2021

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Preferred Job Category : General Management/Admin, Customer Support/Call Centre, HR/Org. Development, Showroom Assistant/Salesman, Data Entry/Computer Operator, Graphic Designer

Specialization:**Fields of Specialization**

- Microsoft Excel
- General HR
- HR
- Administration
- Management
- Hard Working
- Multitasking
- Ability to Work Under Pressure
- Team player

Language Proficiency:

Language	Reading	Writing	Speaking
Bengali	High	High	High
English	Medium	Medium	Medium

Personal Details :

Father's Name : Late Sardar Jalal Uddin
Mother's Name : Nurunnahar Begum
Date of Birth : October 19, 1988
Gender : Female
Marital Status : Married
Nationality : Bangladeshi
National Id No. : 2823415142
Religion : Islam
Permanent Address : Village & Post: Bashtali, Rampal, Bagerhat
Current Location : Dhaka
Blood Group : A+

Reference (s):**Reference: 01**

Name : Sheikh Sunny Mohammad Talha
Organization : Bangladesh Army
Designation : Lieutenant Colonel AAG,AHQ PA Directorate
Address : Dhaka Cantonment,Dhaka
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E-Mail :
Relation : Relative

Reference: 02

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