



# Md. Shahin Hossain

Executive | Operations | 333 (333.gov.bd) |  
Genex Infosys Limited



## Summary

Experienced call center trainer & quality analyst who exhibits a professional demeanor and communication and interpersonal skills. Skilled at evaluating both verbal and written customer contact by agents while coaching them for success in executing superior service to customers. Able to rapidly gain product knowledge. Executive Trainer & Quality Assurance with 3+ years of experience in a sensitive corporate environment. Quick learner and self-motivated. Proficient at building and maintaining professional relationships.



## Experience

Feb-2020 to  
Present

### Executive, Operations of 333

Genex Infosys Limited  
National Information Center | 333 | a2i, PM Office (333.gov.bd)

- Create production tool and lead production team to achieve the target to increase productivity.
- Closely monitoring productivity and service quality to ensure high standards were maintained.
- Devise ways to optimize procedures and keep staff motivated

Jul-2019 to  
Jan- 2020

### Former Executive, Training & Development of 333

Genex Infosys Limited  
National Information Center | 333 | a2i, PM Office (333.gov.bd)

- Developing evaluation programs.
- Working in partnership with the operations leadership.
- Monitoring calls and providing feedback.
- Ensuring that all agents use the same greetings, scripts, after call procedures and accountability standards.

Jan-2018 to  
Jun-2019

### Former Executive, Quality Assurance of 333

Genex Infosys Limited  
National Information Center | 333 | a2i, PM Office (333.gov.bd)

- Developing evaluation programs.
- Working in partnership with the operations leadership.
- Monitoring calls and providing feedback.
- Ensuring that all agents use the same greetings, scripts, call procedures and accountability standards.

Jun-2017 to  
Dec-2017

### Former Customer Service Associate of 333

Genex Infosys Limited  
National Information Center | 333 | a2i, PM Office (333.gov.bd)

- Providing Government Information.
- Answers inquiries by clarifying desired information;
- Resolves problems by clarifying issues;
- Fulfills requests by clarifying desired information;
- Taking complain and submit to the concern Authority.



## Personal Info

### Address

- Ka-145/23/2, Uttar Paschim  
Para, Khilkhet, Dhaka-1229

### Phone

- +8801841771234

### Email

- shahinhossainsayem@gmail.com

### Date of Birth

- 05-10-1994



## Education

### Masters of Science (Enrolled)

- Physics
- Govt. Titumir College

### Bachelor of Science

- Physics
- Govt. Titumir College

### Higher Secondary School Certificate (HSC)

- Science
- Khulna Govt. Model School &  
College

### Secondary School Certificate (SSC)

- Science
- Baloibunia High School



## Trainings

- Professional Skill Development  
Training from SEIP BACCO
- Training on Safe Migration  
organized by RMMRU
- Training on E-TIN organized by  
National Board of Revenue



## Skills

Communication and  
interpersonal skill in  
English and Bengali

● ● ● ●  
Excellent

Microsoft Word,  
Excel, PowerPoint

● ● ● ●  
Excellent

G-suite (Docs,  
Sheets, Forms)

● ● ● ●  
Excellent