






Argha Komal Bhadra

 House No:126 (Near Gopibag Jame Mosjid) R.K Mission Road, Gopibag (Motijheel)
Dhaka- 1203.

 +8801673641210

 arghakomol11@gmail.com

Career Objective:

An enthusiastic self-starter with strong communications skills. Proven academic and curricular achievements, and possess the right technical and soft skills required to assist the organization to achieve its goals and objectives.

Personal Info:

Father's Name:

Biren Bhadra

Mother's Name:

Laxmi Rani

Date of Birth:

01 January 1994

Nationality:

Bangladeshi by Birth.

Religion:

Hinduism

Blood Group:

A (+)

Marital Status:

Unmarried

National ID card No:

19942696807000340

Permanent Address:

"Komal Kutir", S.P Bhaban Lane,
Malotinagar, Bogra.

WORK EXPERIENCE:

1. Business Development Executive at Shopfront Limited

March 2019 – Present

Responsibilities:

- Acquiring & retention of merchants
- Planning for expansion and new operations and marketing plans
- Maintaining fruitful relationships with existing customers
- Planning and overseeing new marketing initiatives
- Working with Operation team to maintain service quality
- Contacting potential clients to establish rapport and set up meetings

2. Operations Associate at Uber Bangladesh

May 2018 – February 2019

Responsibilities:

- Managing driver-partner relationship as an Uber representative
- Rider on boarding, monitoring and assessing
- Monitoring rider metrics
- Verifying and approving required documents
- Penalizing driver-partners for wrongdoings
- Leading the churn calling project and convincing churned driver-partners to return to the platform

3. Customer Manager at Grameenphone Limited

November 2015 – February 2018

Responsibilities:

- Helping to build good customer relations
- Handling complaints and queries from customer
- Capture customer insights and escalate critical issues and provide timely feedback
- Maintain targeted KPI on a regular basis
- Provide one stop quality Customer Service over phone to ensure positive customer experience

EXTRA CURRICULUM ACTIVITIES:

Founder Member

'DROP' – Blood Donation Club

School of Business, AUST.

EDUCATIONAL QUALIFICATION:

Master of Business Administration (MBA) in Marketing (Ahsanullah University of Science and Technology)
CGPA: 2.92 out of 4.0 Passing Year: 2019

Bachelor of Business Administration (BBA) in Accounting (Ahsanullah University of Science and Technology)
CGPA: 2.47 out of 4.0 Passing Year: 2015

Higher Secondary Certificate (HSC) in Business Studies (Bir Shrestha Noor Mohammad Rifles Public College)
GPA: 4.20 out of 5.0 Passing Year: 2010

Secondary School Certificate (SSC) in Business Studies (Manik Nagar Model High School)
GPA: 4.75 out of 5.0 Passing Year: 2008

SKILL:

Computer Skill:

Language: MS Office, MS Excel, MS Power Point

Internet: Web Browsing, E-mail and Social Communication

Communication Skill:

Can speak and write English & Bengali.

Excellent presentation and negotiation skills.

Excellent Communication Skills,

Strong research abilities and persistence problem solver

TRAINING:

Employee Development Program (EDP)

Description: Development Employee's Skill

Grameenphone Limited

GP House, Basundhara, Dhaka

REFERENCE

Biswajit Roy Senior Manager, Accounts Landmark Footwear Limited Phone: 01716228990 E-mail: biswajitroy67@yahoo.com	Miss Josenta Jinia Chairman Department of Sociology Bangladesh University of Professionals- BUP News Presenter at NTV Contact Number: 01921427626
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Declaration

I hereby declare that all information stated above is correct.

Argha Komal Bhadra

Date:

Argha Komal Bhadra