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| ***RESUME***  ***SUDIPTO RAHA***  ***image.png***  Address: GP/J H-49, R-01, Mokhali Warless Gate, Dhaka  Phone: **+8801305609741**  Email: **rahasudipto2010@gmail.com** |  |

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| **CAREER OBJECTIVE** |

To purse a challenging job in a dynamic and esteemed organization where I will be able to work in any kind of situation with full efforts to utilize my knowledge, skill and experience for professional career development.

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| **Core Skills and Competencies** |

* Excellent team player with the ability to work with people at all levels
* Strong working experience in **Oracle CRM** (Customer Relationship Management)
* Proficiency with Microsoft Office (**PowerPoint, Excel, Word, and Outlook**).
* Good interpersonal skills – Good skills in coordination and communication.
* Hard working, professional attitude to work.
* Experience with marketing analytics/statistics
* Excellent writing, presentation and analytical skills.
* Take new challenges as learning opportunities

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| **Job Experience** |

**1. HandyMama LTD: November, 2019 –July, 2020**

**Role: Specialist Customer Success & Fulfillment**

**Job Responsibilities:**

* Improve customer service experience, create engaged customers and facilitate organic growth
* Use CRM workflow technology to automate business processes
* Maintain timely communication with the customer and collect the required data
* Understand the context of different clients to suitably structure solution implementation
* Develop service procedures, policies and standards
* Work with team lead for developing effective strategy for improving service quality
* Deliver the complaints information to the respective team
* Gather Prime customer/client service lead from various sources
* Evaluate customer support results and prepare action plan for improvements

**2. Walton BD: March, 2018** – **July, 2019**

**Role**: **Officer -2 Walton Service Management System**

**Job Responsibilities:**

* Obtain client information effectively using CRM tools
* Gather requirements, including building a robust catalog with acceptance criteria and prioritization
* Managing issues and risks, with escalation to client /company management as required
* Monitor CRM efficacy KPIs and end-user satisfaction results
* Determines eligibility by comparing client information to requirements
* Help the team for establishing policies by gathering client’s requirements

**3. DIGICON Technologies LTD. (Airtel process): December,2017 – March,2018**

**Role: Customer Service Representative**

**Job Responsibilities:**

* Customer support at Airtel helps line
* Determines requirements by working with customers
* Maintains call center database by entering information

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**4. LEOTECH Pvt. Ltd.: May, 2017 - November 2017**

**Role: Sales & Marketing Executive**

**Job Responsibilities:**

* Conduct sales visits
* Work with senior management for establishing new clients
* Aiming to achieve monthly or annual targets
* Demonstrating and presenting products

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| **EDUCATION QUALIFICATION** |

**Degree:** Bachelor of Business Administration (BBA)

**Major**: Human Resource Management

**Institute:** Southeast University

**Grade**: 3.39

**Passing Year**: 2017

**Degree:** H.S.C (Commerce)

**Institute:** Rifles Public School & College

**Grade**: 3.90

**Passing Year**: 2010

**Degree:** S.S.C (Commerce)

**Institute:** Anjuman Govt High School

**Grade**: 4.81

**Passing Year**: 2008

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| **LANGUAGE PROFECIENCY** |

* Bengali : Native users
* English : Fluent is listening, speaking, reading, writing

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| **COMPUTER SKILLS** |

* Oracle CRM
* Extensive Knowledge in MS word, MS Excel, MS Power Point. Microsoft Outlook.
* Knowledge about Multi-tusk (like data logging, to set up windows operating system. conducting web chats, emails (etc)
* Typing: 30 wpm

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| ***Training, Certificates and Membership*** |

* Member of Bangladesh Society for Human Recourse Management (**BSHRM**)
* Member of BNCC (**Bangladesh National Cadet**)
* Voluntary Blood Donors of **Bangladesh Red Crescent**
* Member of **American Center Dhaka**

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| ***Interest*** |

* Reading novels
* Traveling
* Watching Movies
* More interested in Photography.

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| ***Personal Information*** |

Present Address: GP/J H-49, R-01, Mokhali Warless Gate, Dhaka

Email: rahasudipto2010@gmail.com

Contact Number: +8801305609741

Name: Sudipto Raha

Father’s Name : Porimol Raha

Mother’s Name: Baby Raha

Date of Birth: Feb 02, 1993

Permanent Address: 337/1, Nagra, Netrakona- 2400

Marital Status : Single

Religion : Hindu

Nationality : Bangladeshi (By Birth)

**REFERENCE**

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|  |  | **Reference: 01** | **Reference: 02** |
| Name | : | Mohiuddin Zia | Mr. Suman Das |
| Organization | : | Southeast University | RDF Payment Technology LTD. |
| Designation | : | Section Officer Dep. Of Career Services | Director (CTO) |
| Address | : | House – 64, Road – 18,  Block –B Banani, Dhaka 1213, Bangladesh | 840-841, Baitul Aman Tower (5th Floor)  Ring Road Adabor, 1207, Dhaka |
| Phone (Off.) | : | 55034125-8 Ext 228 | 02-9126161 |
| Mobile | : | 01819460417 | 01732002900 |
| E-Mail | : | seudcs@hotmail.com | Suman\_cse98@yahoo.com |

**Sudipto Raha**