



alamgir.sheikh69@gmail.com

Md. Alamgir Hossain

Operations Executive

To work in an environment of intellectual excellence where there is opportunity to show competence and to obtain a position which will capacitate me to use my strong organizational skills.

8801711091271

GP Cha-214, TB Gate,

Mohakhali, Banani, Dhaka- 1213,

Bangladesh

# SKILLS

Soft Skills: Teamwork, convincing, inspiring, inﬂuencing, negotiation, leadership skill.

Tools Skills: CRM, SRMS, Reve, Skydive.

**WORK EXPERIENCE**

## Operations Executive- Team Leader

Genex Infosys. Ltd 08/2018 – 03/2020 **Department:**

Digital Channels(Customer Service)

**Job Responsibilities:**

Building a motivational team environment with an open communication culture Determine clear team targets and set deadlines of tasks

Reporting and monitoring team performance Discover training needs and provide refresher training Working on team members’ feedback Organizing team building activities

Computer Skills: Sound in Microsoft word, excel, outlook.

**LANGUAGES**

Bangla

*Native or Bilingual Proﬁciency*

English

*Professional Working Proﬁciency*

# ACHIEVEMENTS

Appreciation for “Best Team leader of the Month”

## Senior Apprentice- Customer service Manager

Grameenphone Ltd.

10/2016 – 07/2018

**Department:**

Digital Channels, Customer Service Management

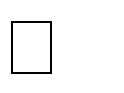
**Job Responsibilities:**

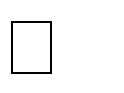
Solve the customer’s different queries through call, web-chat and social network. Dealt with client issues investigating and ﬁnding answers resolving issues providing assistance or directing them to appropriate parties.

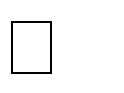
Coordinate with pre-sales team to prepare sales documents and presentations. Maintain relationships with clients by providing support, information, and guidance.

Contribute to the brainstorming team to ﬁnd out new customer segment & product design. Prepare daily, weekly and monthly lead generation report for both internal & external users. Held regular staff meetings to track progress of all ongoing campaigns.

# EDUCATION

BBA in Accounting from Asian University of Bangladesh with CGPA 3.38 out of 4.00.

HSC in Business Studies from BAF Shaheen College, Tejgaon in 2010 with GPA 4.60 out of 5.

SSC in Business Studies from Mohakhali Model High School in 2008 with GPA 4.50 out of 5.

# PROFECIENCES

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| * Strong sense of accountability * Comprehensive communications skills * General Book Keeping * Ability to balance workloads efficiently. | * Strong persuasive skills * Capable of working within a highly collaborative environment * Ability to adapt quickly and effective in new situations in a dynamic environment. |

# REFERENCE

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| MD.Habib Azmi Elahi Dad,  Lead Specialist,  Grameenphone.Ltd.  Mobile: 8801711506650,  Email: [habib.azmi@grameenphone.com](mailto:habib.azmi@grameenphone.com) Relationship: Professional. | Md. Mahfuzur Rahman  Lead Manager,  Grameenphone.Ltd.  Mobile: 8801711506925,  Relationship: Professional. |