**ROKSHANA HAQ**

Address: HOUSE -GP/CHA/50, MOHAKHALI TB GATE, DHAKA

Mobile No :01911864956

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**Career Objective:**

More than 5 (Five) years of experiences in Customer Relationship Management (CRM) in real estate and call center having extensive expertise in built-in productive relationships, resolving complex issues and win customer loyalty.

**Employment History:**

Total Year of Experience : 5 Years

1. **SR . EXECUTIVE ( December- 14, 2019 – March -31, 2021)**

**CIVIC REAL ESTATE LTD.**

**Company Location : House # 1 (level -7), Road # 11, Block- j, Baridhara, DHAKA -1212.**

**Department: CUSTOMER SERVICE**

**Duties/Responsibilities:**

\* Prepared daily, weekly & monthly revenue collection target sheet.

\* Clients follow up over phone to ensure collection from dues installments.

\* Communicated and provide Service to the clients over the phone, or via e-mail.

\* Hold discussions with Supervisor to resolve various issues of the department.

\* Clients dealing regarding payment issues at sales office and deliver relevant information.

\* Plot booking register (Hard & Soft copy) maintains for New Sales and updates the database regularly.

\* Maintain Positive relationship with current and potential clients through regular contacts.

\* Carryout necessary paper works in the office for record keeping, correspondences and updating files.

1. **EXECUTIVE ( December-30, 2017 - November 28, 2019)**

**PRIME ASSET GROUP**

**Company Location : 42, JABBAR TOWER, GULSHAN AVENUE-1, DHAKA**

**Department: CUSTOMER SERVICE & CREDIT REALIZATION**

**Duties/Responsibilities:**

\* Prepared daily, weekly & monthly revenue collection target sheet.

\* Clients follow up over phone to ensure collection from dues installments.

\* Communicated and provide Service to the clients over the phone, or via e-mail.

\* Assist Head of Department in day to day operational planning and activities of the department.

\* Hold discussions with Supervisor to resolve various issues of the department.

\* Investigated and solved customer problems escalated from other customer service staff.

\* Handling face-to-face inquiries from customers, Customer dealing & problem handling (with various types of clients).

\* Clients dealing regarding payment issues at sales office and deliver relevant information.

\* Plot booking register (Hard & Soft copy) maintains for New Sales and updates the database regularly.

\* Maintain Positive relationship with current and potential clients through regular contacts.

\* Preparing monthly working plan & supervise the team according to the action plan.

\* Carryout necessary paper works in the office for record keeping, correspondences and updating files.

\* Clients dealing regarding payment issues at sales office and deliver relevant information.

1. **CALL CENTER AGENT (CSA) (February 28,2016 – December 18, 2017)**

**GENEX INFOSYS LTD.**

**Company Location : Nitol Niloy Tower (Level 5), Nikunja C/A, Airport Road, Dhaka-1229**

**Department: CUSTOMER SERVICE**

**Duties/Responsibilities:**

\*Answering incoming calls from customers/ Prospects

\*Prepared Client data, maintains records, and processes reports as necessary.

\*Coordinate with troubleshooting team to resolve problem Making outbound call campaign.

\*Handles complaints, disturbances or service related problems from, staff or promoters.

\*Preparing report and follow up on visited clients by phone call and keeping records.

\*Maintaining quality services by establishing and enforcing organization standards.

\*Provided service to the elite class of people over the phone.

\*Explain product information and services pleasantly and smartly with well manners to clients.

\*Maintained Regular follow-up with existing/ potential clients.

\*Explain products or services and prices, and answer questions from customers.

**Academic Qualification:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Exam Title** | **Concentration/Major** | **Institute** | **Result** | **Pas.Year** |
| Bachelor of Social Science (BSS) | Arts | LOKMAN FAKIR MOHILA DEGREE COLLEGE | Second Class, Marks :55.58% | 2013 |
| HSC | Arts | GOPALPUR COLLEGE | CGPA:3.60 out of 5 | 2007 |
| SSC | Arts | SUTI V.M PILOT HIGH SCHOOL | CGPA:3.44 out of 5 | 2005 |

**Specialization:**

|  |  |
| --- | --- |
| **Fields of Specialization** | **Description** |
| * Specialization on computer operating. | \*Strong Command on MS EXCEL, MS WORD & any kind of Software base work with considerable typing speed. \*Also able to browse internet, Checking E-mail & replay positively of any E-mail. |

**Language Proficiency:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Language** | **Reading** | **Writing** | **Speaking** |
| BANGLA | High | High | High |
| ENGLISH | Medium | Medium | Medium |

**Personal Details :**

Father's Name : MD. RAFIQUL HAQUE

Mother's Name : MRS.SHEHELI NASRIN

Date of Birth : March 01, 1989

Gender : Female

Marital Status : Unmarried

Nationality : Bangladeshi

Religion : ISLAM

Permanent Address : VILL: SHAMESPUR, P.S :GOPALPUR, P.O :GOPALPUR, TANGAIL