

MUHAMMAD NUR UDDIN HOSSAIN ARAFAT

Customer Support Representative

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📍 Chittagong, Bangladesh



SUMMARY

Customer support professional with over 6 years of experience in customer service and hospitality, expert in customer engagement and problem-solving. Key achievements include reducing customer complaint response time by 30% and managing over 200 customer interactions weekly. A Sales Manager position is sought at your esteemed company, where my customer service and hospitality skills can be leveraged to support your mission of enhancing customer satisfaction and driving business growth.

EXPERIENCE

Junior Counselor

One Career

📅 12/2024 - Present 📍 Chittagong, Bangladesh

A consultancy firm

- Increased client satisfaction scores by 20% through effective communication and personalized counseling approaches.
- Managed a caseload of 50 clients monthly, ensuring timely and effective support provision.
- Achieved a 95% client retention rate by tailoring services to individual needs and providing personalized support.

Customer Relations Assistant

ORO Restaurant & Lounge

📅 12/2023 - 11/2024 📍 Chittagong, Bangladesh

This is a popular restaurant in Chittagong known for its high food quality and excellent customer satisfaction.

- Managed over 200 customer interactions weekly, ensuring timely and accurate responses.
- Reduced customer complaint response time by 30%, enhancing guest satisfaction.
- Implemented personalized customer engagement strategies, improving guest experience scores by 15%.
- Assisted in promotional campaigns, leading to a 10% increase in sales.

Customer Service Agent

Hotel Golden Crown

📅 12/2022 - 12/2023 📍 Chittagong, Bangladesh

This is a hotel where VIPs and international players frequently stay.

- Led a team of 15+ crew members to streamline service workflow and enhance efficiency.
- Provided premium guest service to VIPs and international clients, ensuring high customer retention.
- Successfully completed a 4-month term as a team leader, overseeing guest relations and service quality.

Customer Service Representative

Milvik Bangladesh Ltd. (Bima International)

📅 02/2017 - 01/2020 📍 Bangladesh

Bima International is a company that provides insurance services.

- Resolved over 500 customer inquiries monthly, improving satisfaction ratings by 15%.
- Led a team of 8 members, setting daily goals and monitoring progress.
- Provided product knowledge and upselling strategies to enhance sales.

TRAINING / COURSES

Counsellor training for the UK, US, Australia, and Germany.

Microsoft Office Suite (Excel, Word, PowerPoint)

KEY ACHIEVEMENTS



Enhanced Customer Response

Lowered complaint response time by 30%, improving guest satisfaction significantly.



Increased Satisfaction Ratings

Improved satisfaction ratings by 15% through efficient customer inquiry resolutions.



Sales Growth Leadership

Led team to achieve 10% sales growth through targeted promotional campaigns.

SKILLS

Effective Communication

Crisis Management

Team Collaboration

Customer Service Excellence

Language Proficiency

Cultural Sensitivity

Problem Solving

Attention to Detail

Punctuality & Reliability

Physical Fitness

Conflict Resolution

Sales & Upselling Techniques

Aesthetic Presentation

Regulatory Compliance

Guest Complaint Handling

Adaptability

LANGUAGES

English

Proficient



Bangla

Native



Hindi

Advanced



EDUCATION

Bachelor of Tourism & Hospitality Management

Southern University Bangladesh

📅 05/2025 - Present

Bachelor of Business Studies (BBS)

Govt Hazi Mohammad Mohsin College

📅 09/2023 - Present

Higher Secondary Certificate (HSC)

Omargani Muslim Education Society (M.E.S.) College

📅 07/2020 - 02/2023