



MD.MUNTASIR RAHMAN

CONTACT

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Chattogram

26 July 2004

SKILLS

- Problem solving
- Customer service
- Time management
- Computer proficiency
- Microsoft Office Suite
- Data entry and documentation

LANGUAGE

- **Bangla**
Native
- **English**
Intermediate

INTERESTS

- Football
- Travel
- Gaming

SUMMARY

I have experience working in customer service and sales, where I regularly supported customers, resolved concerns, and helped improve their overall experience. I'm confident using Microsoft Office and often suggest practical improvements to make work processes more efficient. I have handled challenging customer situations and assisted with product recommendations. I communicate clearly and adjust my approach depending on the customer.

EXPERIENCE

September 2023 – March 2024

Customer Service Officer

GENEX INFOSYS LIMITED, Chattogram

- Cultivated effective listening skills during customer phone interactions. Assisted callers with inquiries in a friendly and professional manner.
- Adapted communication style to meet individual customer needs. Managed escalated calls by carefully assessing customer needs before proposing solutions.
- Recommended enhancements for products, services, or billing processes to mitigate future issues.

March 2022 – June 2023

Sales Associate

GM IT, Chattogram

- Guided customers in product selection, completing sales and coordinating delivery logistics.
- Managed sales documentation and tracked inventory through regular stock checks and reordering.
- Prepared purchases, including gift wrapping, to elevate overall customer experience.

EDUCATION

Present

BACHELOR of BUSINESS STUDIES (B.B.S)

Govt. Commerce Collage, Chattogram

2022

HIGHER SECONDARY CERTIFICATE (H.S.C) in Business Studies GPA 4.42

Islamia Collage, Chattogram

2020

SECONDARY SCHOOL CERTIFICATE (S.S.C) in Business Studies GPA 3.89

Khaja Ajmeri High School, Chattogram