

MITHUN ACHARJEE

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[LinkedIn Profile](#)



IT ENABLED SERVICE OPERATIONS ENTHUSIAST

Dynamic and results-driven professional with over 5 years of experience in technology-driven roles, excelling in B2B, B2C sales, E-commerce services, client relationship management, and strategic account growth. Seeking to leverage my expertise in IT enabled services, Telecommunication service sales, CRM technologies, and stakeholder engagement to drive revenue and expand organizational impact as a core collaborator.

STRENGTHS AND EXPERTISE

Telecom Service Expertise
Client Relationship-
Management

Strategic Planning
Communication & Negotiation
Operations Management

Team Leadership
Data Analytics
Remote Collaboration

PROFESSIONAL EXPERIENCE

Imagine Dream World Ltd.
Senior Executive Officer

April 2019 – February 2024

Leveraging extensive experience with leading e-commerce platforms like Amazon and Walmart, I have excelled in managing complex customer relationship life cycles, driving retention, and achieving substantial revenue growth. Proficient in crafting customized CRM solutions tailored to client needs, I have streamlined operational workflows and optimized sales pipelines using advanced analytical tools and strategic insights. Skilled in leading high-value negotiations and fostering cross-functional collaboration, I consistently deliver exceptional customer satisfaction while driving business success.

Accomplishments:

- E-commerce Solutions: Enhancing customer experiences and streamlining operations through tailored digital platforms like Amazon and Walmart in the USA and Canada marketplaces.
- CRM Implementation & Optimization: Designing and managing systems that strengthen client relationships and maximize ROI.
- Data Analytics: Extracting actionable insights to support strategic decision-making and improve business performance.
- IT Solutions & Business Development: Aligning technology with business goals to create scalable, impactful solutions.

International Travel Network (ITN)
Independent Travel Manager (Remote)

July 2023 – October 2023

As an Independent Travel Manager at International Travel Network (ITN), I provided outstanding customer service by managing communication between multiple stakeholders across international clients. I effectively demonstrated my skills in remote sales, resolving complex issues, and ensuring a consistent flow of client engagements to maintain a strong business pipeline.

CERTIFICATIONS & TRAINING

**Big Data, Data Science, and Data Analytics Training
Skills for Employment Investment Program (SEIP)**

August 2021 - November 2021

Certified in April 2022

**CCNA Networking Training (Routing & Switching)
United International University**

July 2019 - February 2020

RELEVANT PROJECT

Data-Driven Forecasting of Research Trends and Analytical Reliance Across STEM Disciplines.

- Conducted advanced data analysis to predict emerging research trends, utilizing tools like Tableau, Google Colab, BigQuery etc.
- Delivered insights to stakeholders through visual dashboards and strategic recommendations.
- Showcased the ability to handle complex datasets, demonstrating strong analytical and forecasting skills.

ACHIEVEMENTS

- Consistently surpassed KPI and business goals by applying strategic account management techniques.
- Acknowledged for driving high client satisfaction through clear communication and personalized solutions.
- Led data-driven projects that notably enhanced operational efficiency and boosted client engagement.

EDUCATION

Jahangirnagar University, IIT

Master's in Information Technology

In Progress.

Bangladesh Institute of Science and Technology, NUB

Bachelor of Science in Electronic and Communication Engineering (ECE)

Passing Year: 2022

Chittagong City Corporation Premier College

Higher Secondary Certificate (H.S.C)

Group: Science

Passing Year: 2014

References are available on request.