

Professional Summary

Dynamic result oriented individual with 10 years of professional experience in Client Support. Coherent and persuasive in dealing with management, peers, staffs, and diverse clientele. Adapt quickly to new environment and thrive on multiple tasks. Wishing to leverage my experience to fill the position at your company.

Skills

- Expert Computer Hardware and software knowledge.
- Strong exposure to Microsoft Office
- Excellent approach to solving problem.
- Test Preparation and implementation
- Great interpersonal and customer relation skills.
- Programming languages: SQL, HTML, CSS, JavaScript,
- QA Tools: Jira, Zephyr Scale, X-ray App
- Graphic Designing
- Advanced Photography
- A calm professional with flexible and adaptable approach to work.
- Language skills: fluent in English, Bengali, Hindi.
- Deadline driven.

Work History

TTec

Quality Assurance Analyst

January 2022 – Present

Duties

- Performed all quality assurance activities in SDLC including reviewing requirement doc, reviewing design mocks, suggesting improvements, testing full application, reporting and keeping track of new/existing issues and maintaining full regression suites under agile environment.
- Performed full regression testing on new server build.
- Performed cross devices/browsers testing. (Windows, Chrome, Firefox, Microsoft Edge, Android, iOS)

TTec

Customer Relations Specialist

June 2021 – December 2021

Duties

- Answering user's queries in professional manner
- Creating, solving and responding tickets in Zendesk
- Run query in SQL and Alation
- Cash management
- Confluence editing
- Operate Amazon Work Space, Secured Remote Workspace, Geo-Comply, Slack
- Contributed in company's mentorship program by acting as mentor.

Apple

Technical Advisor

April 2020 – August 2020

Duties

- Solving Customers technical Issues.
- Analyzed application issues to identify troubleshooting methods needed for quick remediation.
- Resolved diverse range of technical issues across multiple systems and applications for end-users.
- Explained technical information in clear terms to non-technical individuals for better understanding.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.

The Brick

CSR (Customer Service Representative)

August 2019 – March 2020

Duties

- Preparing opening and closing daily reports.
- Attending clients phone calls and answer their queries
- Carefully dealing the warranty's of the clients
- Confirming scheduled pickups and deliveries with the clients
- Attending the customers
- Cash management
- Ordering parts and services for the customers
- Checking inventories
- Reserving inventories if needed
- Warehousing

INTRIA-CIBC

Processor

September, 2017 – August 2019

Accountability and balancing client's everyday deposits, ATMs, RDC's, and everyday's coin orders professionally and flawlessly along with the Receive and Dispatched of everyday's inflows and outflows from the clients all over the Province.

Duties

- Processing, Verifying and Balancing client's deposits
- Processing and Balancing Coin
- Preparing, sorting and slicing the ATM's for processing
- Preparing, processing and balancing the RDC's
- Performing R&D
- US Cash Balancing

Marshalls HomeSense

Sales Associate & Cashier (Seasonal)

March 2017 – June 2017

Duties

- Processed point of sales purchases & returns.
- Comply with health and safety procedure.
- Actively seeking customer satisfaction.
- Maintain in-stock and presentable condition in assigned area.
- Receiving merchandise & processing them.
- Building a good relationship with the customer.
- Warehousing, truck receiving, sorting, Furniture building.

Chicken Delight

Shifting Supervisor and Cashier

November 2016 – October 2017

Duties

- Handling and Balancing every day's cash
- Preparing every day's sales report
- Supervising the servers
- Placing orders for inventories
- Taking and making orders from customers

MetLife

Client Support & Financial Associate

February 2010 – October 2016

Along with my study, I have worked in the **Support team** as **Client Support** at **MetLife USA** located in Bangladesh where I had to deal with numerous types of people every day to solve their problems and answer to all of their queries in a fast pace environment.

Duties

- Client's problem solving over phone
- Answering all the query's of the client's over phone
- Selling Insurance
- Proper handling of client's premiums
- Meeting client's claims and reporting the claims in organized manner
- Depositing client's premiums
- Giving accurate advice to the clients
- Building strong relationship with the clients

SB Electronics

Manager

March 2016 – October 2016

Worked as a **Manager** at SB Electronics, (Dhaka Bangladesh) where I had to operate the whole shop, managing the stuffs, dealing with the customers along with maintaining the inventories of the shop and also maintain the website and online orders of the shop.

Duties

- Maintaining and Balancing every day's cash inflows and outflows
- Attending customers and meeting their needs
- Preparing end of the days balance sheet
- Profit and Loss analysis at the end of every month
- Maintaining On-line advertisement & process the online orders
- Controlling and maintaining the store's web site
- Supervising the Stuffs and co-workers

Education

Possesses **Bachelor** and **Master** in Business Administration degrees, majoring in Marketing. These degrees enhance my problem solving ability which is applied to understand user requirements and make recommendations to ensure project completion.

- **Master in Business Administration.**
Eastern University (Dhaka Bangladesh) 2013-2015
- **Bachelor in Business Administration.**
National University. (Dhaka Bangladesh) 2008-2013

Personal Interests

Quality Assurance

I like to do manual testing. I have worked on many projects as a manual tester. I am currently working as a QA tester at TTec.

Web Development

I am passionate about computers and love Web Development. That's why to cope up with the fast pace computing world, I didn't hesitate to throw myself to learn the web development which helped me a lot to

understand my clients and their needs even more efficiently when I merged my marketing skills with the web development process. Which Includes,

- HTML5
- CSS3
- JavaScript

Graphic Designing & Photography (2011- Present)

I am also passionate about photography which I started as a hobby. But with time, it grew more and more and took me to the professional world of photography where I have covered number of professional events such as fashion shows, weddings, Magazine photo shoots, calendar photo shoots and portrait photography.

Besides Photography, I have also done numbers of graphics designing for lot of clients like Creating logo, designing websites, posters, banners and many more.

Diploma in Photography and Graphic Designing

2011 September – 2012 August

(Dhaka University, Bangladesh)

Completed Course

- Fundamental of Photography
- Advanced Photography
- Advanced Lighting
- SLR and DSLR operation and mechanism
- Adobe Photoshop CS4, CS5
- Adobe Light Room CS4, CS5
- Illustrator

To keep myself up to date with the latest software, I have also completed some courses online such as InDesign, Photoshop CC.

My website: mukitkaisar.com

Link to my photography Page: www.facebook.com/RefatPhotography