



MD.DILSAD CHOWDHURY

Computer Science Graduate & Technology Enthusiast

CAREER OBJECTIVE

To secure a position where I can efficiently contribute my skills and abilities to the growth of the organization and build my professional career.



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No-21, Khilgaon, Dhaka-1219

LANGUAGE

- Bangla (Native)
- English (Fluent)

EXPERTISE

- Application Support
- Project Coordination
- Customer Service
- Digital Communication
- Team work

EXPERIENCE

Executive-Call Center | United Commercial Bank (June 2024 - Present)

- **Customer Service:** Provide exceptional service to customers by handling inquiries, resolving complaints, and offering information on products and services.
- **Communication:** Utilize strong verbal communication skills to effectively interact with a diverse range of customers, ensuring clarity and satisfaction in every interaction.
- **Problem Resolution:** Identify and resolve customer issues promptly and efficiently, ensuring a high level of customer satisfaction and loyalty.
- **Data Management:** Accurately enter and update customer information in the bank's database, maintaining confidentiality and data integrity.
- **Product Knowledge:** Stay informed about the bank's products, services, and policies to provide accurate and up-to-date information to customers.
- **Performance Metrics:** Consistently meet or exceed performance targets, including call handling time, customer satisfaction scores, and resolution rates.
- **Team Collaboration:** Work closely with team members and other departments to ensure a seamless customer experience and share best practices.
- **Training and Development:** Participate in ongoing training programs to enhance product knowledge, customer service skills, and compliance with banking regulations.

Customer Service Officer- bKash Limited (Mar2024-June2024)

- Resolve customer issues efficiently and effectively within the live chat platform.
- Adeptly manage multiple live chat conversations simultaneously.
- Communicate clearly and concisely, ensuring customers understand responses effectively.
- Escalate complex issues to relevant departments or higher authorities when necessary.
- Stay updated on product knowledge, policies, and procedures.
- Collaborate with team members to share insights and best practices.
- Ensure support for cash Out from bKash Account at selected ATM booths across the country.

Junior Executive of IT (Intern)- Global Television (July2023-Sep2023)

- Monitor master control, playout automation, and graphics generation systems meticulously.
- Ensure flawless execution of broadcasting tasks by maintaining continuous oversight.
- Ensure seamless connectivity and data flow within the broadcasting infrastructure.
- Identify and address potential issues proactively to prevent disruptions.
- Ensure broadcasting systems are functional and operational at all times.
- Troubleshoot technical issues promptly to minimize downtime.
- Collaborate with cross-functional teams, including technicians and engineers, to coordinate broadcasting activities.

Software Tester- Office of IT, Southeast University (May2023-June2023)

- Conducted comprehensive testing of various software functionalities.
- Ensured quality assurance by meticulously identifying and reporting issues.
- Demonstrated excellent analytical skills and attention to detail.
- Actively contributed to improving software performance and user experience.
- Successfully maintained the highest quality standards in our software.
- Valuable contributions to the team through proactive problem-solving.
- Received a recommendation for future endeavors and recognition as an asset to any organization.

EDUCATION

Southeast University

- BSc in CSE
(CGPA-2.89)
(2019-2023)

Rajarbagh Police Line College

- HSC (GPA-3.50)
(2018)

National Ideal School

- SSC (GPA-4.56)
(2016)

REFERENCES

SHAHRIAR MANZOOR

Associate Professor, Department of CSE,
SOUTHEAST UNIVERSITY, DHAKA
EMAIL - smanzoor@seu.edu.bd

MD. SHAKIL AHMED

SOFTWARE ENGINEER, META
EMAIL- shakilshawon@meta.com

NOTEABLE PROJECTS

<https://github.com/DilsadChowdhury?tab=repositories>

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Signature