



SAJIB AHMED

CUSTOMER CARE EXECUTIVE

SUMMARY

A well-presented industrious and highly personable individual who has extensive in-depth experience in different industries. Have more than two years of experience as a Customer Service Associate. Creative problem solver who built a new customer retention program that increased customer loyalty. Possessing a huge range of abilities from providing support and leadership to junior staff right through to being able to gain the trust of customers by interacting with people from all backgrounds. I enjoy my work so I do it passionately.

EXPERIENCE

● Customer Experience Officer Pathao

20th Feb 2024 - 31st Aug 2024

Responsibilities:

Handling the base subscribers of Pathao over the phone and providing all kinds of Pathao related services. Highlight the customer's technical problems to the proper channel to resolve them etc. Taking NPS is score from merchants and customers. Taking feedback from merchants and customers to improve service. Solving the problems of merchants and customers.

● Sales & Support Executive Orgagenic

7th Feb 2023 - 31st May 2023

Responsibilities:

Handling the customer base of Orgagenic through online chat and over the phone. Answering the different kinds of queries from customers. Suggesting products according to their needs. Resolving the problems that may occur during the ordering of products. Ensuring sales by eliminating customer confusion. Troubleshooting the transportation problem.

CONTACT INFO



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PERSONALTY

Loyalty

Creativity

Punctuality

Team Work

Self-Motivated

Communicative

Leadership Skill

Courteous Manners

SKILLS

Windows



Microsoft Word



Microsoft Excel



Microsoft PowerPoint



Internet Browsing



Adobe Photoshop



Adobe Illustrator



Affinity Designer



Affinity Photo



LANGUAGES

English



Bangla



EXPERIENCE

Customer Service Executive ShopUp

8th Jun 2021 - 31st Aug 2022

Responsibilities:

Taking NPS is score from merchants and customers. Taking feedback from merchants and customers to improve service. Solving the problems of merchants and customers.

Customer Service Executive Genex Infosys Limited

3rd Nov, 2019 to 2nd Aug 2020

Responsibilities:

Handling the base subscribers of Grameenphone over the phone and providing all kinds of Grameenphone-related services. Highlight the customer's technical problems to the proper channel to resolve them etc.

EDUCATIONAL QUALIFICATION

- **IELTS** : Overall Band 6.5
(Listening 6.5, Reading 6.0, Writing 6.5 & Speaking 6.0)
- **B.B.A** : Uttara Anwara Model University College.
Session : 2022-2023
Subject : Marketing, 3rd year running.
- **H.S.C** : Uttara Anwara Model University College.
Passing year : 2019
G.P. A : 3.25
Department : Business Studies.
- **S.S.C** : Uttar Khan Collegiate School, Dhaka.
Passing year : 2017
G.P. A : 4.09
Department : Business Studies.

HOBBIES



Music



Movies



Travel



Games



Technology