



SAJIB AHMED

CUSTOMER CARE EXECUTIVE

SUMMARY

CONTACT INFO

- Gazipara, Uttarkhan, Dhaka
- sajibahmed2399@gmail.com
- 01771134540, 01616172852

PERSONALITY

- Loyalty
- Creativity
- Punctuality
- Team Work
- Self-Motivated
- Communicative
- Leadership Skill
- Courteous Manners

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**

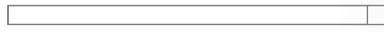
7th Feb 2023 - 31st May 2023

Responsibilities:

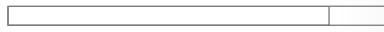
Handling the customer base of Orgagenic through online chat and over the phone. Answering the different kinds of queries from customers. Suggesting products according to their needs. Resolving the problems that may occur during the ordering of products. Ensuring sales by eliminating customer confusion.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

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

8th Jun 2021 - 31st Aug 2022

ShopUp

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

3rd Nov, 2019 to 2nd Aug 2020

Genex Infosys Limited

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