

EXPERIENCE

CONCENTRIX - Montreal, QC
Customer Service Representative

Nov 2020 - Mar 2021

Worked in the Abbott diabetes campaign where I helped the users to troubleshoot their medical device used to measure their sugar levels.

TTEC - Montreal, QC
Customer Service Agent

Feb 2020 - Nov 2020

Worked as a customer service agent for Verizon Wireless(USA), where I assisted customers with billing issues, phone plans, and troubleshooting phone/network issues. I also had sales responsibilities, selling plans, and consistently ranked among the top 10 sellers in that campaign. Additionally, I achieved the top seller position for one month during my tenure. I was able to nurture strong customer service skills, sales ability, and performance in a fast-paced environment.

EDUCATION

Vanier College
Feb 2023 - Present
Montreal, QC

AEC in Web Design Specialist (Full-stack)

North South University
2012-2017
Dhaka, Bangladesh

B.A Computer Science & Engineering
CGPA: 3.37