



# SHADHIN MD. SADIKUR RAHMAN

Digital marketing & Customer Service  
Representative

## CONTACT

✉ smjshadhin@icloud.com

☎ +63 9454864130

## EDUCATION

**Bachelor of Arts (English)** from  
Fareast international university  
Finished 2023  
Complete my BA honors in English

**Higher Secondary Certificate** from  
Gazirchat A. M. School And College  
Finished 2018

## SKILLS

- Professional Translation
- Email Communication
- Digital Marketing
- Call Centre Sales
- Email Support
- Chat Support
- Call support
- Upselling

## LANGUAGES

- Bengali
- English
- Hindi
- Urdu

## SUMMARY

In my roles as a Customer Service Representative, Telemarketer, and Quality Assurance Executive, I have developed a strong skill set in managing customer interactions, driving sales, and ensuring service quality. As a Customer Service Representative, I efficiently handled inquiries and resolved issues, enhancing customer satisfaction. In Telemarketing, I promoted products, generated leads, and met sales targets through effective communication and resilience. As a Quality Assurance Executive, I monitored and evaluated interactions, implemented quality standards, and provided feedback to improve performance and compliance.

## CAREER HISTORY

**Customer Service Representative** at Central  
One Bataan Ph Inc.  
Nov 2022 - Jul 2024 (1 year 9 months)

Experience: Demonstrated expertise in delivering exceptional customer service through effective communication and problem-solving skills.

Responsibilities: Managed high volumes of customer inquiries and issues via multiple channels, ensuring prompt resolution and customer satisfaction.

Achievements: Consistently exceeded performance metrics, contributing to team success and fostering strong customer relationships.

Skills: Proficient in handling diverse customer needs, adept at using CRM systems, and committed to maintaining high service standards.

**Telemarketing Executive** at Central One Bataan Ph Inc.  
Jan 2021 - Oct 2022 (1 year 10 months)

Make outbound calls to potential or existing customers.

Promote products or services and generate sales or leads.

Handle inbound calls to address customer inquiries or process orders.

Follow call scripts and provide accurate information.

Record and track call outcomes and customer responses.

Meet or exceed sales targets and performance metrics.

**Quality Assurance Executive** at Central One Bataan Ph Inc.  
Jan 2020 - Dec 2020 (1 year)

Monitor and evaluate customer service and telemarketing interactions to ensure adherence to quality standards.

Conduct call audits and provide feedback to improve performance and compliance.

Develop and implement quality assurance policies and procedures.

Analyze performance metrics and identify areas for improvement.

Train and coach staff on best practices and quality standards.

**Digital Marketing Executive** at Fiverr.com  
Jan 2019 - Dec 2020 (2 years)

Digital Marketing Executive I design and implement strategies to boost brand presence across social media platforms. My role involves creating engaging content, managing social media accounts, analyzing performance metrics, and running targeted ad campaigns. I leverage trends and insights to drive audience engagement, increase leads, followers, and enhance overall brand visibility.