

MAILING ADDRESS

MD SALMAN HOSSAIN

Address:63/1 North Adabor, Shyamoli Dhaka 1207

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CAREER OBJECTIVE

To work in a challenging environment that will take full advantage of my experience,education,skill as well as open a new dimension of understanding and learning required for success as a professional.

EXPERIENCE

1. Customer Service executive (March 01, 2022- June 10, 2022)

Chillox Banani Dhaka,1213

Job Responsibilities:

- Answer queries of customer through phone calls.
- Identify and assess customers needs to achieve satisfaction.
- Build sustainable relationship and trust with customer accounts through open and interactive communication.
- Handle customer complaints,provide appropriate solutions and alternatives within the time limits,follow up to ensure resolution.
- Keep records of customer interactions,process customer accounts and file documents.

2. VIVO Brand Adviser (August 10,2022-February 28,2022)

Sales & marketing Division, Vivo YuYouQI Mobile (BD) Ltd.

Job Responsibilities:

- Find Probable customer of VIVO Mobile.
- Ensure Monthly,Quarterly and Yearly Sales & Collection Target.
- Maintain & Manage Showroom Stock.
- Analyses competitor's activities & data.

3. Customer Service Assistant (September 05,2018-August 31,2019)

- Combing through various forms of digital content for particular indicators.
- Recipient of multiple positive reviews acknowledging dedication to excellent customer service.
- Maintain and streamline the customer service standards.
- Submit periodical report to senior level management regarding customer's queries.

EDUCATIONAL RECORDS

Exam Title	Major / Group	Institute Name	Board / University	Year	Result
Bachelor of Business Administration (BBA)	Marketing	Mohammadpur central university & college	National University	2020	3.01 (Out of 4.0)
Higher Secondary Certificate	Science	Mohammadpur Model School & College	Dhaka	2016	4.50 (Out of 5.0)
Secondary School Certificate	Science	Tamirul Millat Kamil Madrasha	Dhaka	2014	5.00 (Out of 5.0)

SKILLS

Language : Good command of spoken and written communication skills in both English
Bangla.

Computer : Familiar with Microsoft Office, Internet essentials and comfortable with advanced technologies and software

EXTRA CURRICULUM ACTIVITIES

- Participate in Cultural Program in MCUC.
- Participate and organized different event program.
- Participate various social cultural activities.

PERSONAL INFORMATION

Full Name : Md. Salman Hossain
Father's Name : Haji Habibur Rahman
Mother's Name : Samina Begum
Date of Birth : November 15, 1999
Present address : 63/1 North Adabor Shyamoli, Dhaka 1207
Permanent address : 63/1 North Adabor Shyamoli, Dhaka 1207
Religion : Islam
Nationality : Bangladeshi by Birth

I do hereby declare that particulars provided in the resume are true to the best of knowledge and belief.



Md. Salman Hossain

