

MD. SHAWON.

Phone: 01518 793 647, 01617 899 755

E-mail: shahsshawon@gmail.com

Address : Fulbaria, Uttara. Tugrag Dhaka – 1230.

LinkedIn: www.linkedin.com/in/shahsshawon/



Experienced computer operator with over 2 years in the banking industry, specializing in customer service. Proven track record of efficiently handling customer queries and ensuring smooth operations. Additionally, skilled at WordPress theme customization, successfully completed some projects as well. Demonstrated ability to build relationships, meet sales targets. Strong communication skills, attention to detail, and a commitment to exceptional service. Seeking new opportunities to learn more about this digital Universe and leverage my technical expertise and experience in a dynamic organization.

Experience

2023 January – 2023 July

Customer Service & Tele sales Operator.

Skytech Solution, Uttara Dhaka-1230.

- Working in International campaign (US).
- Properly has to maintain good relationship with customers.
- Conducting market research to identify potential international clients.
- Utilizing customer relationship management (CRM) software to track and manage client interactions.
- Staying updated with industry trends, sales techniques, and product knowledge.

2021 January – 2022 February

Computer Operator & Customer Service.

Jubilee Bank, Banani Dhaka-1213.

- Managing and operating computer systems. This includes handling data entry, processing transactions, generating reports, and maintaining system backups.
- Providing excellent customer service by addressing customer inquiries, resolving complaints, and offering assistance with account-related issues. This involves interacting with customers in person, over the phone, or through digital channels and ensuring a positive customer experience.

2020 August – 2020 November

Computer Operator.

Comfort Elevator BD, Uttara Dhaka-1230.

- Prepared the Deeds according to the conditions between Customer and company.
- Responsible for managing customer Database.
- Had the role to maintain regular communication with Customers.

2020 March – 2020 June

Customer Support.

Falguni Shop, Uttara Dhaka-1230.

- Responsible for dealing with customers online & make sure they with the necessary support.
- Maintained the Web site backend.

Education

	Institution	Group	Board	Result	Session
BBA	Govt Bangla Collage. (ADU)	Finance & Banking.	Dhaka	-	2021-2022 (Continue)
HSC	Uttara High School & Collage	Business Studies	Dhaka	GPA – 4.58 out of 5.00	2019-2021
SSC	Stamford School & Collage	Business Studies	Dhaka	GPA - 3.83 out of 5.00	2017-2019

Skills

WordPress Theme Customization: Experienced in creating Blog site, Business Portfolio, E-commerce and Personal Portfolio site.

Data Entry: Data Entry, Data cleaning & basic data Visualization along with lead B2B Lead generation.

Data Analyzation: Intermediate to analyze customer data in Banking sector, E-commerce and BPO industry.

Customer Support: Trained to deal with customer, online & over phone.

Sales: Experienced in Tele sales to US based customers by cold calling.

Software

MS Office.		Intermediate.
Excel Data Analyze.		Intermediate.
Computer Browsing.		Intermediate.
WordPress Theme Customization.		Intermediate.
Google Suite		Intermediate.

Language

Bangla (Writing & Speaking).		Excellent
English (Writing & Speaking).		Intermediate
Hindi (Speaking).		Excellent

Hobbies

Reading Books.
Cycling.
Long Ride.
Tour Management.

Personal Information

Name	-	MD. Shawon.
Fathers Name	-	Shafiqul Islam.
Mothrs Name	-	Hasina Begum.
Date of Birth	-	27 th March 2003.
Present Address	-	Fulbaria, Uttara, Turag Dhaka – 1230.
Parmanent Address	-	Vill: Gotia, Post: Shaghata, Dist: Gaibandha, Bangladesh.
Marital Status	-	Unmarried.