

Last Updated : **August 30, 2018**

BHAJON BISWAS (SRABON)

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Career Objective:

To pursue a career in the well reputed organization by utilizing my potentials and serving the organization

Employment History:

Total Year of Experience : 7.5 Year(s)

1. Asst. Manager (December 3, 2017 - Continuing)

Smart Technologies (BD) Ltd.

Company Location : Dhaka, Bangladesh.

Department: Service & Solution

Duties/Responsibilities:

To ensure proper customer service as per client policy and customer requirement.

2. QA Specialist (January 26, 2016 - November 30, 2017)

Samsung Electronics Co. Ltd.

Company Location : Dhaka

Department: Customer Service

Duties/Responsibilities:

Training, Plan for call quality improving. Taken care of all of things in Samsung Call center.

3. Quality Analyst (July 15, 2013 - January 25, 2016)

Digicon Technologies Ltd

Company Location : Rajuk Trade Center(4th Floor). Road No: 4 & 6, Faruque Sarani Road, Khilkhet, Dhaka-1229

Department: Service Quality

Duties/Responsibilities:

The role is to assess agent performance/behaviour in a call center, and to coach and counsel agents to modify their performance/behaviour to facilitate a high level of customer service. The aim of the QA department is to ensure that Quality Assurance is applied in an independent, objective and neutral manner, and secondly to contribute significantly to: * the reduction of business risk * improving the quality of call center agents calls (voice and email) * continuous improvement in business processes * the reduction of agent attrition * the improvement of overall contact center performance * highlighting areas of risk in your business.

4. Customer Care Executive (January 26, 2012 - February 6, 2014)

Latest Communication Ltd

Company Location : 129 Senpara Parbata Mirpur-10.Dhaka-1218

Department: Customer Service Department.

Duties/Responsibilities:

Take responsibility to a team over a shift.Take inbound call for solve the problem over the phone.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
B.S.C Engineering	Electronics and Telecommunication Engineering	University of Development Alternative	CGPA:2.93 out of 4	2014	4 Years	Academic Scholarship
HSC	Science	Muktijodha college,Jossere.	CGPA:2.9 out of 5	2008	-	-
SSC	Science	Gangnalia High School,Magura.	CGPA:4.25 out of 5	2005	-	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Cisco Certified Network Associate	Routing and Switching	Horizons	Bangladesh	Dhaka	2014	72 Hours
Leadership 360	BPO & Leadership	Digicon Technologies Ltd.	Digicon Technologies Ltd.	Dhaka	2014	3 Days
Computer hardware & software		University of Development Alternative.	Bangladesh	Dhaka	2012	4 month`s.

Career and Application Information:

Looking For : Mid Level Job
Available For : Full Time
Present Salary : Tk. 40000
Expected Salary : Tk. 18,000
Preferred Job Category : IT/Telecommunication, Customer Support/Call Centre
Preferred District : Dhaka
Preferred Organization : Telecommunication, IT Enabled Service, Computer Hardware/Network Companies, Multinational Companies, Call Center

Specialization:

Fields of Specialization
<ul style="list-style-type: none">• Adobe Photoshop/ Illustrator• C/ Turbo C• Cisco• MS Word/ Excel/ PowerPoint/ OneNote• Windows 2000/ 2003 Server(s)• Windows XP/ 2000/ ME/ 98• Computer Operator• Data Entry Operator/ Supervisor• Engineers

Language Proficiency:

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	High	High
Hindi	Low	Low	Medium

Personal Details :

Father"s Name : Late Amaresh Chandra Biswas
 Mother"s Name : Provashini Biswas
 Date of Birth : September 15, 1990
 Gender : Male
 Marital Status : Unmarried
 Nationality : Bangladeshi
 Religion : Hindu
 Permanent Address : Vill:Naldaha,Post: Hazipur,Thana+Dist:Magura,Bangladesh.
 Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Effat Chowdhury	Abdullah Al Masud
Organization	: University of Developmant Alternative	Samsung India Electronics Pvt. Ltd.
Designation	: Registrar	Head of Call Center
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Relation	: Academic	Professional
