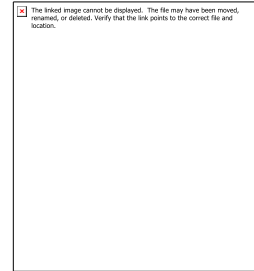


Applied For: **IT Executive (Sylhet)**

Last Updated : **February 12, 2018**

## CHAYON KUMAR KUNDU PINKU

Address: Mirpur-1,Dhaka  
Home Phone: 01755882289  
Mobile : 01701040066  
email:chayonpinku@gmail.com, chayonkundu@greenlightplanet.com



### **Career Objective:**

Challenging and rewarding upper-level position in a growth-oriented organization ,which offers diverse job responsibility in customer support and fully utilize both my technical and managerial abilities.

### **Career Summary:**

Over three years' experience as senior manager in Customer Service departments of organizations. As leader of customer care department, has taken key role in improving customer experience through the following tactics: mentoring, directing, supervising overall functions and staff of customer service operation, handling top-notch professional support services, providing personal interaction, and resolving varied client inquires and complex issues.

### **Special Qualification:**

Organized – Ability to multi-task and prioritize effectively  
Adaptability and ability to work under pressure – Time management  
Effective problem solving abilities – for technical issues  
Teamwork  
Managing escalations  
Active listening

### **Employment History:**

**Total Year of Experience : 6.3 Year(s)**

#### **1. Area manager ( October 31, 2014 - Continuing)**

##### **Green light planet(USA)**

Company Location : Dhaka  
Department: Sales and marketing

##### **Duties /Responsibilities:**

Monitor total sales in Bangladesh

#### **2. Area co ordinator ( March 22, 2014 - September 30, 2015)**

##### **Grameen phone ltd.**

Company Location : Boshundhara  
Department: Distribution channel

**Duties/Responsibilities:**

To handle the customers

3. **Client Executive ( March 12, 2014 - February 2, 2015)****Integrated marketing service ltd.**

Company Location : Bonani Chairman bari

Department: Client Service

**Duties/Responsibilities:**

To handle the clients

**Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
MBS	Commerce	National University	First Class, Marks :62%	2013	1	MBS
BBS	Management	National University	Second Class, Marks :55%	2012	4	BBS
HSC	Commerce	Ullapara science college	First Division, Marks :65%	2008	2 years	Higher secondary school certificate
SSC	Science	Dadpur shahebgonj high school	First Division, Marks :3.94%	2006	-	Secondary school certificate

**Training Summary:**

Training Title	Topic	Institute	Country	Location	Year	Duration
Sales training	Trained program	Greenlightplanet.inc	India	India	2015	3 months

**Professional Qualification:**

Certification	Institute	Location	From	To
Area manager	Sunking green light planet(USA)	India	September 30, 2014	October 29, 2015
Area co ordinator	Grammenphone ltd.	Bonani,Dhaka	February 26, 2013	June 30, 2014

**Career and Application Information:**

Looking For	: Mid Level Job
Available For	: Full Time
Present Salary	: Tk. 18000
Expected Salary	: Tk. 15,000
Preferred Job Category	: Marketing/Sales, Customer Support/Call Centre, Waiter/Waitress
Preferred District	: Anywhere in Bangladesh.
Preferred Organization Types	: Multinational Companies

**Specialization:**

To obtain suitable job where nice working environment, Decision-making opportunities, qualities and good career may be assured. Also willing to take on a challenging career to establish myself as an efficient, promising through skill, sincerity, responsibility and honesty.

**Extra Curricular Activities:**

To obtain suitable job where nice working environment, Decision-making opportunities, qualities and good career may be assured.

**Language Proficiency:**

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	High	High

**Personal Details :**

Father's Name : Narayan chandra kundu  
Mother's Name : Sabitri rani kundu  
Date of Birth : July 3, 1991  
Gender : Male  
Marital Status : Single  
Nationality : Bangladeshi  
Religion : Hindu  
Permanent Address : Raigonj,Sirajgonj  
Current Location : Dhaka

**Reference (s):**

Name : Rinku kumar kundu  
Organization : Banking  
Designation : Branch Maneger  
Address : Mia Para,road-21, Rajshahi  
Phone (Off.) : 01716860424  
Phone (Res.) : 01716860424  
Mobile : 01716860424  
EMail :  
Relation : Relative