

Last Updated : **November 12, 2018**

DARWIN KHOKSI

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Career Objective:

Customer Service Executive with 3+ years of experience working directly with Customer Service Team of iPay, the first Fin-Tech company in Bangladesh. Possesses impeccable written and verbal communication skills and excellent interpersonal skills.

Career Summary:

A person with a sophisticated personality, a sky kissing ambition, utmost sincerity, and integrity.

Employment History:

Total Year of Experience : 3.5 Year(s)

1. Executive (December 18, 2016 - Continuing)

iPay System Limited

Company Location : Silver Tower, Gulshan Avenue

Department: Customer Service

Duties/Responsibilities:

Responsibilities:

> Playing customer profile verifier & approver role through proper validation; > Internal & external email communication; > Preparing templates for Email, Live Chat and Facebook query management; > Customer Complaint Management; > Communication with customers via outbound call to update or inform once any complaint gets resolved; > Guiding new and existing teammates to ensure up-to-date customer service; > Handling special cases; > Weekly basis reporting

2. Executive (September 9, 2015 - December 15, 2016)

Genex Infosys Limited

Company Location : Mascot Plaza, Uttara House Building, Dhaka

Department: Customer Service

Duties/Responsibilities:

• Service delivery based on customers query (Online/Multi-Channel Communications) including Email, SMS, Web-chat & WhatsApp based 24/7 inbound support

• Follow up with the concerned team regarding any customers complaint and provide proper feedback to the respective customer

• Support team staff adequately to accomplish service needs of the client

3. Data Entry Operator (August 1, 2012 - December 20, 2012)

Intelligent Image Management Ltd.

Company Location : House#200, Lane#02, DOHS Baridhara, Dhaka-1206.

Department: Sensus

Duties/Responsibilities:

Data Entry & Verification.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
Master of Arts (MA)	English	Dhaka International University	CGPA:3.12 out of 4	2017	1 Year	Post Graduation
B.A. (Hons).	English	Dhaka International University	CGPA:3.36 out of 4	2014	4 years	Graduation
HSC	Humanities	Notre Dame College	CGPA:3.6 out of 5	2010	2 years	-
SSC	Humanities	Dhanua Kamal Pur Co-Operative High School	CGPA:3.38 out of 5	2008	2 years	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Medical Promotion Officer	MPO	Opso Saline Ltd.	Bangladesh	Segun Bagicha, Dhaka	2014	17 Days

Career and Application Information:

Looking For : Mid Level Job
Available For : Full Time
Present Salary : Tk. 25000
Expected Salary : Tk. 16,000
Preferred Job Category : Garments/Textile, NGO/Development
Preferred District : Anywhere in Bangladesh.
Preferred Country : Germany, India, Italy, United Kingdom, United States, Australia, Canada, Swaziland
Preferred Organization Types : Multinational Companies, Newspaper/Magazine, Textile, Buying House, Audit Firms /Tax Consultant, Group of Companies, Research Organization, Mobile Accessories, Online Newspaper/ News Portal

Specialization:

Fields of Specialization	Description
<ul style="list-style-type: none">• Data Entry Operator (English)• Telecommunication Service• Email Communications• Quality Assurance• Problem Management	I have sound knowledge and experience in Microsoft Office Application, specifically proficient in both MS Word and Excel having excellent typing speed (45+ WPM).

Extra Curricular Activities:

> Member of Garo Students Union (GASU) > Was a member of English Language Club at Dhaka International University

Language Proficiency:

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

Personal Details :

Father"s Name : HOSHEO MRONG
Mother"s Name : LOJITA KHOKSI
Date of Birth : May 25, 1991
Gender : Male
Marital Status : Single
Nationality : Bangladeshi
Religion : CHRISTIANITY
Permanent Address : Village: Songnath Para, Post Office: Satani Para, P.S: Bakshigonj,
District: Jamalpur
Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Sabbir Ahmed	Wadud Ali
Organization	: iPay Systems Limited	BPDB
Designation	: Head of Customer Service Silver Tower (Level 12), 52	Assistant Engineer
Address	: Gulshan Avenue, Circle-1, Dhaka-1212, Bangladesh	Operation Division, 150 MW, BPDB, Chandpur.
Phone (Off.)	: +88029638900816	
Phone (Res.)	:	
Mobile	: 01610001976	01710413094
EMail	: sabbir.ahmed@ipay.com.bd	wadudali98@gmail.com
Relation	: Professional	Family Friend
