






# Debobrota Bakali

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## WORK EXPERIENCE

4 Year \*

AGE  
27

## ABOUT ME

To build up my career in a challenging position within progressive organization, employing and pertaining to utilize my experience, technical skills and creativity. Also want to make a career rather than just a job and to face the challenges in all aspects.



## Education

### B.Sc. in Civil Engineering (CE)

Uttara University (UU)  
Dhaka, Bangladesh

Passing Year : 2020

Group : Civil & Environmental Engineering

GPA : 3.00 out of 4.00

### Diploma in Engineering

Tangail Polytechnic Institute  
Technical Board  
Dhaka, Bangladesh

Passing Year : 2014

Group : Diploma in Construction (Civil)

GPA : 3.39 out of 4.00

### S.S.C

Dewhata A.J. High School  
Dhaka Board  
Dhaka, Bangladesh

Passing Year : 2009

Group : Science

GPA : 4.94 out of 5.00



## Training Summary

- Leadership Training by MD. Jahangir Nobi (HR head in DIGICON Technologies)
- Internship at Circle Holdings Ltd. (House # 57/C, Road # 15/A, Dhanmondi R/A, Dhaka-1209.Bangladesh)
- ITES Foundation Skills Training (Bangladesh Computer Council)
- Training on meet and greet performance (Service quality Dept. Head Gorab Gupta)
- Training of trainers , training purpose / type / model by Mohaiminul Ashique (training specialist , Grameenphone )
- Capacity Building Program,training purpose / type / model by Mohaiminul Ashique (training specialist , Grameenphone )



## Skills

- Critical thinking
- Innovative thinking
- Active learning
- Communication skills.
- Organizational skills





## Work Experience

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1. August 24th, 2019– Current

### **Quality Assurance Analyst (Executive)**

**Digicon Technologies Ltd.**

Rajuk Trade Center (4th Floor), Nikunja (Uttara), Dhaka

#### **Duties & Responsibility:**

- Product and Policy impact analysis (**Customer service**)
- Policy Design and implementation (**Agent end service delivery**)
- The reduction of business risk
- Utilize strong analytic ability to evaluate end to end customer experience across multiple channel
- Regular Performance Audit (**Ensuring PNL KPI**)
- Call and Product calibration with adjoined departments
- Team Performance analyzing/sharing/Follow-up
- Data Analyzing -Product & policy Design (Product / service impact to customer)
- Coordinating training Batch (**Special assignment on the Dept. of training and management**)
- Operation floor driving (**Policy awareness program**)
- Policy failure and retention plan (**Agent end service delivery update**)

1. May 23th, 2016-August 23th, 2019

### **Customer service Representative**

**Digicon Technologies Ltd.**

Rajuk Trade Center (4th Floor), Nikunja (Uttara), Dhaka

#### **Duties & Responsibility:**

- Managing Customer's
- Product and Process Design
- Regular Performance Audit
- Call and product calibration with adjoined departments
- Team Performance analyzing/ sharing/ Follow-up (team captain)
- Online Communication



## Computer Proficiency

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- Word
- Excel
- PowerPoint
- Auto CAD
- Social Networking





## Languages

- Bangla
- English
- Hindi



## Personal Interests

- Reading News Papers, Books, Articles etc.
- Playing Cricket, Football, Table tennis
- Traveling
- Watching Movie
- Socializing



## Personal Details

Father's Name : Kartick Bakali

Blood Group : O+

Mother's Name : Prova Rani Bakali

Marital Status : Married

Birthday : May 13, 1993

Nationality : Bangladeshi

Gender : Male

Religion : Hindu

National ID : 19939316655000089

Address : Vill & P.O:-Dewhata,Thana:-Mirzapur,  
Dist:-Tangail



## Reference

**Name:** Mahmudul Hassan  
**Details:** Deputy Manager, Service Quality,  
Digicon Technologies Ltd.  
**Mail:** m.hassan\_29@yahoo.com  
**Cell:** +8801678665163

**Name:** Shahnaz Parvin Doly  
**Details:** Deputy Manager, Operations,  
Digicon Technologies Ltd.  
**Mail:** shahnaz.parvin@digicontechnologies.com  
**Cell:** +8801678665041

## Declaration

I, Debobrota Bakali , hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Debobrota Bakali  
Date:

