

Md. ASHRAFUL AREFIN (Apurbo)
Jabeda Monjil (2nd Floor),
57/8, Bonoful Lane, East Kazipara,
Mirpur, Dhaka-1216

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Objective: -

Intend to work in a challenging and competitive environment where sense of responsibility and commitment is required and the place of work provided potential avenues for learning and growing.

Education: -

Bachelor of Business Administration (BBA)

BRAC University (Last Semester)
Mohakhali, Dhaka- 1212

Major: Finance & Human Resource.

Passing Year- 2013

Higher Secondary School Certificate (HSC)

Govt. Nazimuddin Collage, Madaripur.

Science Group, Dhaka Board

Passing Year- 2009

Secondary School Certificate (SSC)

United Islamia Govt. High School, Madaripur.

Science Group, Dhaka Board

Passing Year- 2007

Work experience: -

- **Position: Customer Manager**
GrameenPhone.

Duration: October 2012 to January 2013

Responsibilities:

- Planning and conducting campaigns.
- Provide one-stop quality Customer Service over phone to ensure positive customer experience.
- Proactively aware/inform customers regarding GP products/service
- Sale through inbound and outbound contacts.
- Capture customer insights and escalate critical issues / complaints and provide timely feedback.
- Maintain targeted KPI on a regular basis.
- Serve customers with helping attitude to play a significant role in customer satisfaction, retention and acquisition to enhance Grameenphone brand image.

- **Position: Care Center Trainee** Duration: September 2011 to October 2012
Orascom Telecom Bangladesh limited ("Banglalink")

Responsibilities:

- To provide highest quality of service to the customer over the phone.
- To keep abreast with the latest information about the product policies and procedures of the company in order to handle customer queries and complains efficiently.
- Provide professional customer service over phone.
- Build customer's interest in the service and products offered by the company.
- Achieve daily quantitative as well as qualitative targets and service levels related to Inbound or Outbound calls .
- Carry out daily, monthly, or the other assign tasks in Inbound or Outbound call center.
- To provide feedback to the Team Leader on issues and challenges about the job details and suggest solutions.

Extra-curricular activities: -

- University:**
- Worked as a **TA (Teaching Assistant)** of BRAC Business School's faculty
 - Former **Director** at IT department of BRAC University Business Club (BIZ BEE).
 - Coordinator** of Tri-Nation Concert in **ICC World Cup 2011**.
 - Founder of **BRAC University Adventure Club (BUAC)**

- Sports:**
- Participant inter school **Cricket** tournament, Cricket Clinic in Madaripur.
 - ALUMNI Badminton** tournament, Madaripur.
 - **Handball** inter Dormitory tournament, BRAC University

- Cultural:**
- Participant **Drama** item, BRAC university annual festival
 - Get Certificate for **Best Actor** in Residential Semester In BRAC University.

Academic Achievements: -

- **Vice chancellors certificate** for high standard of discipline and devotion to the duties. (BRAC University),
- **Top Ten Award** in TARC summer 2010 (Residential semester in BRAC University).

Training: -

- **"Professional skills Development Program"** (PSDP), 2013.
- Residential semester in TARC, Savar Campus, and BRAC University, summer 2010.

Skills:-

Computer-

- **Package Programming:** MS Office and excel, SPSS, Internet and Email Application.

Interpersonal skills (**Language proficiency**) -

- Excellent written and verbal communication skill in both Bengali and English.
Other languages: Hindi.

Personal information: -

- Father's Name : Bhuiyan Anowar Hossain
- Mother's Name : Kazi Nasima
- Date of Birth : 04-07-1992
- Nationality : Bangladeshi
- Religion : Islam (Sunni)
- Marital Status : Unmarried/ Single
- Permanent Address : Jobeda Monzil, House No-57/8, Bonoful Lane,
East Kazipara, Mirpur, Dhaka-1216
- Blood Group : O+

Hobbies-

- Reading books
- Watching movies
- Net Browsing, Face booking, networking etc.

Reference:-

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 2. **Masudur Rahaman**
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