

Last Updated : **October 22, 2018**

MD SAMIN HOSSAIN

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Career Objective:

To contribute to an organization where I can integrate my knowledge and skills to add value to that organization and explore my potentials.

Career Summary:

- * Call center agent of Augree Wireless Ltd(Qubee)
- * Call center agent of Global Connect bd (USA campaign)
- * Customer Development Officer of bKash (Dimension) in Corporate Marketing Dept.
- * Also worked in various type of Event management & Marketing jobs .(e.g Nido,Horlicks,Marlboro,NES)

Special Qualification:

• Volunteer: worked as founder & social volunteer at ALOR DISHARI GROUP, and so on.
• Final contestant of a Reality show of Channel I Sheltec Campus hero``
• VP, English association of AUB .

Employment History:

Total Year of Experience : 4.3 Year(s)

1. Customer care executive (January 5, 2015 - July 16, 2017)

Augree Wireless Ltd(Qubee)

Company Location : BNS center Uttara

Department: Call Center

Duties/Responsibilities:

Had to maintain assigned task specially inbound and outbound calls

2. Customer service executive (September 24, 2014 - December 30, 2014)

Global Connect bd

Company Location : Nikunja 1,R#04, H#38

Department: USA campaign

Duties/Responsibilities:

We had to call American peoples in order to make them convince to take our services.

3. CDO (October 2, 2012 - July 1, 2013)

bKash (Dimension)

Company Location : Baridhara DOHS

Department: Corporate Marketing

Duties/Responsibilities:

Dealing with Corporate client of bKash.

4. Sales Representative (January 2, 2012 - September 30, 2012)**Market access, Windmil**

Company Location : Gulsan1 & Banani

Department: Marketing

Duties/Responsibilities:

Since i am University student i have been doing various type of Event management & Marketing jobs such as direct marketing, Survey , Activation project etc.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
M.A in English Language & Literature	English	Asian University of Bangladesh	CGPA:3.18 out of 4	2015	1 year	-
B.A(hons) in English	English	Asian University of Bangladesh	CGPA:3.24 out of 4	2013	4 years	Special scholarship.
HSC	Science	Govt. Bulbul Collage, Pabna	CGPA:3.4 out of 5	2008	2 year	-
Dakhil	Science	Pushpapara K.M. Pabna	CGPA:5 out of 5	2006	2 years	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Call center agent	Cover up outbound calls with different software.	Augree Wireless Ltd(Qubee)	Bangladesh	Uttara	2015	10 days
Call center agent	How to handle inbound calls with six different software	SSL (city cell)	Bangladesh	Uttara	2012	15 days
Computer course	MS(Office),Graphics design.	Lodestar Institute	Bangladesh	Uttara	2010	6 Month
Spoken & Pronunciation	spoken, listening,reading	Lodestar Institute	Bangladesh	Uttara	2009	6 month

Professional Qualification:

Certification	Institute	Location	From	To
Call center agent	Augree Wireless Ltd(Qubee)	uttara	January 5, 2015	January 15, 2015
Marketing	Windmill	Banani	April 1, 2012	May 1, 2012
Branch in charge	Lodestar Tutorial	uttara	February 1, 2010	January 1, 2012

Career and Application Information:

Looking For : Entry Level Job
 Available For : Full Time
 Present Salary : Tk. 20000
 Expected Salary : Tk. 15,000
 Preferred Job Category : General Management/Admin, Marketing/Sales, Customer Support/Call Centre, Other Special Skilled Jobs
 Preferred District : Dhaka
 Preferred Country : United States, Canada, United Arab Emirates
 Preferred Organization Types : Advertising Agency, Public Relation Companies, Embassies/Foreign Consulate, Consulting Firms, Buying House, Airline, Direct Selling/Marketing Service Company, Freight forwarding, Group of Companies, Automobile

Specialization:

Fields of Specialization	Description
<ul style="list-style-type: none"> • Administrative/ Executive • Computer Operator • Creative • English (Language) • Films Department (Audio Visual/ Cameraman) • Customer Support through Phone 	I have researched certain period of time on eCommerce Business which mainly covered Site development(WordPress Developer) to product research and promotion(Online Marketing) and i have developed these skill to start my own project.

Extra Curricular Activities:

Founder member of ``Alor Dishari`` Group. One of final participant of Channel i sheltech
 ``Campus Hero`` VP, English Association of AUB.

Language Proficiency:

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

Personal Details :

Father"s Name : Md Golzer Khan
 Mother"s Name : Mazedha Khatun
 Date of Birth : January 1, 1992
 Gender : Male
 Marital Status : Unmarried
 Nationality : Bangladeshi
 Religion : Islam
 Permanent Address : Village- Sultanpur, P.O-Dashuria, P.S- Ishardi, District-Pabna,Rajshahi
 Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Md Sakhawat Hossain	Muhammad Mahmud Hossain
Organization	: Qubee, Augree Wireless Ltd	Chevron Bangladesh Limited
Designation	: Senior Executive (supervisor)	CTA (Construction Technical Assistant.)
Address	:	Shipahi para Rajshahi
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Relation	: Others	Relative
