

Last Updated : **August 13, 2018**

## **MEER EMDAD HOSSAIN EMU**

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### **Career Objective:**

I want to build up my career in private sector through a competitive and creative environment. I am highly ambitious to do something different and new which will be helpful for my career as well as my country, nation and society.

### **Career Summary:**

My career stand on Customer Service, i did face to face service to customer,support customer through phone,team coordination, manage customer center as a center manager. center yearly budget,people evaluation,people management,etc.

### **Special Qualification:**

My Total job experience stand on Customer Service,  
Play role as leadership position,  
I had Certification training as LEADERSHIP EXCELLENCY  
from MIND MAPPER BANGLADESH.

### **Employment History:**

**Total Year of Experience : 7.3 Year(s)**

1. **Center Manager (Assistant Manager) ( March 10, 2015 - Continuing)**

### **Symphony Mobile sister concern Edison Group**

Company Location : Rangs Babylonia, Level-6, 246 Bir Uttam, Mir Shawkat Road (Tejgaon Link Road), Tejgaon I/A

Department: CS Operation

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

CC responsibility, like manage CC people, yearly budget, people requirement, connect with dealer, retailer, all kind of leadership role.

Overall Job Description: Customer Center Manager is overall responsible to ensure customer satisfaction by providing reliable, prompt and friendly service. All the center functions - front, technical and commercial - will be coordinated and reported to regions and head office both way through this position.

Able to follow up with Daily Activity report, QC report, productivity report, bounce rate and Faulty return with back up & full set stock report.

Ensure the Center with all logistic & administration support.

Closely guide, supervise all employees within the center and ensure all information dissemination to either or respective employees & make them understand and follow.

My Present some activities below :

• Worked with support teams to resolve issues with product, service or accounting areas.

• Ensure TAT.

• Track center performance

• Ensure yearly budget make adjustment.

• Ensure people management to achieve on time service delivery

• Trained employees on the proper performance of process and policy.

• Checked facility, employee work and service levels on a regular basis to maintain compliance with company and industry standards.

• Directed daily operations at busy service center

• Delivered customized and effective solutions to clients that met unique demands.

• Maintained comprehensive knowledge of product to better serve customers and meet demanding sales objectives.

• Trained, coached and mentored staff to ensure smooth adoption of new program.

• Regularly share best practice with other service center.

• Ensure KPI sheet up to date.

• Ensure partner satisfactory support.

• Quarterly complete team member's evaluation and submit to HR.

• Proactively cross check with customer for their product quality for ensure satisfactory.

• Maintain good relation with channel partner.

• Regularly visit channel partner, collect their expectation.

• Regular Ensure standard service quality.

• Compiled regional report and support stakeholder.

• Lead service Center's Technical team.

• Lead three Service Center.

• Provide technique and training to team member for ensure smooth operation.

• Monthly shadow audit.

### **2. Officer(Team Coordinator) ( November 24, 2014 - March 5, 2015)**

**bKash Ltd**

Company Location : Shadhinota Tower, 1, Bir Sreshtha Shaheed Jahangir Gate, Dhaka Cantonment, Dhaka-1206

Department: Customer Service

**Duties/Responsibilities:**

- Assigned various tasks to group members to ensure maximum productivity.
- Maintained central calendars, including shift scheduling and keeping track of important deadlines.
- Trained on-boarding members and provided them with motivation and guidance.
- Handled day-to-day office operations and resolved any conflicts.
- Supervised and motivated staff and management.
- Maintained necessary level of communications between shifts.
- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.
- Answered product questions with up-to-date knowledge of sales and store promotions.

**3. Customer Service Representative ( May 21, 2012 - September 10, 2013)****Digicon Technologies Ltd.**

Company Location : Rajuk Trade Centre, 4th Floor, Nikunja, dhaka

Department: Customer Service

**Duties/Responsibilities:**

- Handled all customer relations issues in a gracious manner and in accordance with company policies.
- Documented all customer inquiries and comments thoroughly and quickly.
- Determined customer needs by asking relevant questions and listening actively to the responses.
- Asked open-ended questions to assess customer needs.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Answered customer telephone calls promptly and in an appropriate manner.
- Responded to all customer inquiries thoroughly and professionally.

**4. Customer Manager ( November 1, 2008 - November 30, 2010)****GrameenPhone Center Franchise**

Company Location : Sadar, Faridpur

Department: Customer Service

**Duties/Responsibilities:**

- Asked open-ended questions to assess customer needs.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Earned management trust by serving as key holder, responsibly opening and closing store.
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Recipient of multiple positive reviews acknowledging dedication to excellent customer service.
- Answered product questions with up-to-date knowledge of sales and store promotions.

**Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
M.A.	History	National University	Second Class	2008	N/a	N/A
B.A.Honors	History	National University	Second Class	2007	N/A	N/A
HSC	Arts	Govt. Ainuddin College Madhukhali, Faridpur	CGPA:2.2 out of 5	2003	Two Years	N/A
SSC	Science	Merer Kapash Hatia High School Madhukhali, Faridpur	CGPA:3 out of 5	2002	N/A	N/A

### **Training Summary:**

Training Title	Topic	Institute	Country	Location	Year	Duration
Leadership Excellence	Leadership	Mind Mapper Bangladesh	Bangladesh	Dhaka	2016	1 Day

### **Career and Application Information:**

Looking For : Mid Level Job  
 Available For : Full Time  
 Expected Salary : Tk. 18,000  
 Preferred Job Category : Commercial/Supply Chain, Customer Support/Call Centre  
 Preferred District : Dhaka  
 Preferred Country : United States, Australia, France  
 Preferred Organization : Banks, Telecommunication, Govt./ Semi Govt./ Autonomous body, Shipping, Logistic/Courier/Air Express Companies, Multinational Companies, Airline, Overseas Companies, Group of Companies, Call Center, Furniture Manufacturer

### **Specialization:**

Fields of Specialization	Description
<ul style="list-style-type: none"> <li>Telecommunication Service</li> <li>Transport/ Airline/ Travel</li> <li>Supervisor/ Operator</li> <li>Call Centre Supervision/ Management</li> <li>Training &amp; Development</li> <li>Administration</li> </ul>	My total career stand on Customer Service. Special Skill : • Strategic Planning • Customer Service • Team Management • Business Development • Team Leadership • Microsoft Office • Negotiation • Customer Service Management • Customer Experience • Motivation Skill • Team Bonding • Training

### **Extra Curricular Activities:**

• Microsoft Word, Microsoft Excel • E mail & Internet Browsing

### **Language Proficiency:**

Language	Reading	Writing	Speaking
Bengali	High	High	High
English	High	High	High
Hindi	Low	Low	Medium

### **Personal Details :**

Father"s Name : Meer Faridul Alom  
 Mother"s Name : Sayeda Anayet Alom  
 Date of Birth : November 6, 1984  
 Gender : Male  
 Marital Status : Married  
 Nationality : Bangladeshi  
 Religion : Islam  
 Permanent Address : Village â€œ Merer Kapash Hatia , Postâ€œMadhukhali PS â€œ  
 Madhukhali, Dist â€œ Faridpur.  
 Current Location : Dhaka

#### **Reference (s):**

	<b><u>Reference: 01</u></b>	<b><u>Reference: 02</u></b>
Name	: Md.Shams Uddin	Meer Anamul Hossain Sohel
Organization	: Edison Group	MZM Textile Mile Ltd. CEPZ, Bangladesh
Designation	: Operation Manager House: 10, Road: 12, Block: F,	Executive: Admin & IT Support
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Relation	: Professional	Relative