

Last Updated : **October 8, 2017****SHAHINOOR AKTER**

Address: Ho# 171, Road #E-1, Flat #C2, Eastarn Housing, Pallabi 2nd phase, Mirpur, Dhaka
 Mobile : 01926298909
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**Career Objective:**

My objective is to deliver my best to satisfy my clients. I am dedicated and hard working. I will be very much active to meet the deadlines of your company.

Employment History:

Total Year of Experience : 5.2 Year(s)

1. Customer Service Executive (July 4, 2017 - Continuing)**Chaldal Limited**

Company Location : House #1, Road #1, Sector #6, Uttara, Dhaka

Department: Customer Service

Duties/Responsibilities:

- Respond promptly to customer inquiries Handle and resolve customer complaints.
- Obtain and evaluate all relevant information to handle product and service inquiries.
- Provide pricing and delivery information.
- Perform customer verification.
- Set up new customer accounts.
- Process orders, forms, applications and requests.
- Organize workflow to meet customer time frames.
- Direct requests and unresolved issues to the designated resource.
- Manage customers accounts.
- Keep records of customer interactions and transactions.
- Record details of inquiries, comments and complaints.
- Record details of actions taken.
- Need to maintain Live chat and Facebook issue if needed.

2. Corporate Service Executive (July 1, 2015 - Continuing)**Chaldal Limited**

Company Location : House # 05, Road # 01, Sector # 06, Uttara, Dhaka

Department: Corporate Service

Duties/Responsibilities:

Client handling on regular basis. Support client on emergency. Maintain customer relation with company in a fluent way. Discussing and solving problem of clients on operational and service relevant issue. Build a potential customer database and approach them to expand business for the new clients.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year
Electrical and Electronics Engineering	Communication Engineering	United International University	CGPA:3.2 out of 4	2015

Career and Application Information:

Looking For : Mid Level Job
Available For : Full Time
Expected Salary : Tk. 20,000
Preferred Job Category : Engineer/Architect, IT/Telecommunication
Preferred District : Dhaka, Gazipur
Preferred Country : China, Germany, Japan, New Zealand, United Kingdom
Preferred Organization Types : Banks, Manufacturing (Light Engineering & Heavy Industry), University, Govt./ Semi Govt./ Autonomous body, NGO, Engineering Firms, Audit Firms /Tax Consultant, Electronic Equipment/Home Appliances, Electric Wire/Cable, Industrial Machineries (Generator/ Diesel Engine etc.), Power, E-commerce

Language Proficiency:

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

Personal Details :

Father"s Name : Nazrul Islam
Mother"s Name : Nurunnahar Islam
Date of Birth : September 21, 1993
Gender : Female
Marital Status : Married
Nationality : Bangladeshi
Religion : Islam
Permanent Address : Village:Nayapara,Post Office: Gazipur,Thana:Sreepur,Zila:Gazipur
Current Location : Dhaka
