

Md.Shibli Ahmed Shobuj

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Champion of social media tools and technologies, with a track record of creating and implementing successful social media programs. Keep up-to-date with constantly evolving technologies in online social networking, the blogosphere, search tools and Web 2.0, and work closely with clients to create innovative, effective campaigns.

Partial List of Tools

- Blogger
- WordPress
- OMS
- Salesforce
- Zen desk
- Live Writer
- Seller Center
- FeedBlitz
- Bloglines
- LinkedIn
- Facebook
- MySpace
- Flickr
- Twitter
- Ning
- Ryze
- YouTube
- Digg
- del.icio.us
- StumbleUpon
- Technorati
- reddit
- Google and related tools (Analytics, etc.)
- Camtasia
- PitchEngine
- ReportingOn
- Twellow
- Wikipedia
- Second Life

Experience

DARAZ BANGLADESH,

Executive Customer Service, 8 Sep 2017 (Continue)

1. Coordinate information to customers browsing our websites during store discovery, order and checkout. Including after sales support
2. Perform phone conversation with customers to answer their questions, provide information and advise them
3. Must be able to handle customer over chat and emails
4. Handle special requests and complaints of customers
5. Ensure quality customer service & retention through hot-line
6. Collect and store useful data within our back end system
7. Ensure follow up through emails, phone or any required means

Partner with some of the most well-known technology companies in Sydney to design and execute social media strategies that meet client objectives.

Organic Dairy & Agro, Old Dhanmondi 27,Dhaka
Area Sales Manager,

Education

Diploma-in Engineering (Computer) ,DHAKA
May, 2018