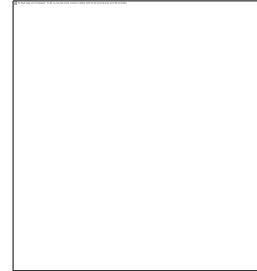


Applied For: **Virtual Assistant (for our Sylhet Office so You must be living in Sylhet)**

Last Updated : **March 17, 2012**

Subrata Ghosh

Address: Road#13, House#5, Flat#5A, Nikunja-2, Khilkhet, Dhaka
Home Phone: 0821-2833118
Office Phone :01711080037
Mobile : 01711080037
email:suman_sustphy@yahoo.com



Career Objective:

To face challenges using knowledge, perception and innovation to pursue long term successful career in dynamic and professional environment of any organization

Career Summary:

Highly effective in promoting a positive and productive work environment. Dedicated professional attitude committed in executing the job on time.

Special Qualification:

Competent in Reading, Writing and Speaking English. Also the medium of study was English. Capable of Reading, Writing and Speaking Bengali fluently. Have also Knowledge in Software installation, Trouble shooting, Computer assembling, LAN & Internet setup

Employment History:

Total Year of Experience : 11.2 Year(s)

1. Sr. Executive (November 11, 2009 - Continuing)

Grameenphone Ltd

Company Location : Dhaka

Department: CRM NBCC

Duties/Responsibilities:

Ensure retention of the existing customer.

Ensure loyalty as well as increase the revenue by increase the usage rate and ensure long term product attachment.

Capture customer insights and escalate critical issues / complaints and provide timely feedback.

Work with new campaign along with CLM.

Maintain targeted KPI on a regular basis and play a significant role in customer satisfaction, retention, and acquisition. Currently I do compile daily PR and align these data with our KPI's (AHT, AVL%, Update time & Cumulative performance) as some of the data needs to prepare manually for the CRM Outbound. These experiences will help me to do the accurate reports and can deliver it timely.

2. Officer (December 21, 2006 - November 10, 2009)

Grameenphone Ltd

Company Location : Dhaka

Department: Regional Sales

Duties/Responsibilities:

Monitoring market, Observe trade market, Maintain the market share, Visit POS & ensure their product stock etc. Also I have the experience of working as a co-ordinator of Sylhet region, where I have to make various report and presentation.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
M.S	Physics	Shahjalal University of Science & Technology	CGPA:3.26 out of 4	2004	1 year	Obtained scholarship
B.Sc Hon's(4 years)	Physics	Shahjalal University of Science & Technology	CGPA:3.66 out of 4	2003	4 years	Obtained scholarship
HSC	Science	M.C College	First Division, Marks :79.9%	1999	2 year's	-
SSC	Science	Blue Bird High School	First Division, Marks :80%	1997	2 year's	Obtained Star Marks with 5 letters

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Advance Sales Training		QAI, India	Bangladesh	Dhaka	2012	2 Days
Customer Service Excellence		BIM	Bangladesh	Dhaka	2007	1 Day
Community Information Centre		Grameenphone Ltd	Bangladesh	Dhaka	2007	1 day
Automation Training		Grameenphone Ltd	Bangladesh	Dhaka	2007	1 day

Career and Application Information:

Looking For	: Mid Level Job
Available For	: Full Time
Present Salary	: Tk. 25000
Expected Salary	: Tk. 25,000
Preferred Job Category	: Education/Training, IT/Telecommunication, Customer Support/Call Centre
Preferred District	: Dhaka, Habiganj, MoulaviBazar, Sunamganj, Sylhet
Preferred Organization Types	: Banks, Telecommunication, University, College, IT Enabled Service, ISP, Computer Hardware/Network Companies, NGO, Multinational Companies, Market Research Firms, Pharmaceuticals, Airline

Specialization:

Fields of Specialization	Description
<ul style="list-style-type: none">LinuxMS AccessWiFi/BluetoothAdobe Photoshop/IllustratorC++/VC++C/Turbo CMS Word/Excel/PowerPoint/OneNoteFrontPageWindows XP/2000/ME/98	Can solve any kind of hardware troubleshooting, LAN setup

Extra Curricular Activities:

Obtained 'Best Employee' Award of the Customer Service Department in 2011. Also selected as a 'Green Zone' Employee.

Language Proficiency:

Language	Reading	Writing	Speaking
English	High	High	High
Hindi	Low	Low	High
Bangla	High	High	High

Personal Details :

Father's Name : Sudhangshu Ghosh
Mother's Name : Rina Ghosh
Date of Birth : April 21, 1981
Gender : Male
Marital Status : Married
Nationality : Bangladeshi
Religion : Sanatan
Permanent Address : Akota-195, Bagbarry, Sylhet
Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Dr. Yasmeen Haque	Ruhel Helal Uddin Ahmed
Organization	: Shah Jalal University of Science and Technology	Grameenphone Ltd
Designation	: Head, Department of Physics	Manager
Address	: Shah Jalal University of Science and Technology, Sylhet	Nitol Niloy Tower, Nikunja-2, Khilkhet, Dhaka
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Relation : Academic

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Professional