

CV OF Nusrat Jahan Diba

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CAREER OBJECTIVES

I am keen to have a mid-level position, where a hand in problem solving and decision making is required. I've total working experiences of **12+ years** in Accounts, Customer Services, Administration, & Sales at MNC's as **telecoms & airlines**. So aiming to utilize all my knowledge & expertise for sole & organizational development

PROFESSIONAL EXPERIENCE

(a) I have worked as a **Senior Customer Care Executive (SCCE)**, at **Customer Service Division** in **airtel bangladesh ltd** at **Sylhet** from December'10 to December'17 for 7 years & also worked as a **Customer Service Executive** in **E-Zone HRM limited** which is an authorized service provider for **Robi Axiata Ltd. & Airtel bd. Ltd (merging company)** from January'17 to March'17 for two months.

Job responsibilities:

- ❖ First Interface (One on One interaction) with the walk-in customers at the Experience Center
- ❖ To understand and implement the CS policies & procedures in practice and spirit
- ❖ To meet all pre-defined Service Standards – assigned KPIs
- ❖ To remain updated on all current policies, procedures, promotions, products, and value added services offered by the organization
- ❖ To practice Customer Handling Skills as defined and learned in relevant trainings
- ❖ To provide feedback to the respective line managers on important issues/problems cited by the customer to ensure customer retention
- ❖ To take and ensure resolution of customer complaints
- ❖ Follow up on all cases cited by the customer as first interface
- ❖ Ensure proper behavior/discipline/grooming/punctuality as per the requirements and image of the organization.
- ❖ Response to customer requests promptly
- ❖ Request feedback from the customers to ensure satisfaction
- ❖ Meeting the sales and service targets
- ❖ Preparing day end collection & transaction report and making transmission of these accordingly.

- ❖ Preparing month end transaction, inventory, CC report at the month end and sending accordingly.
- ❖ On absence of CI ensuring service level of center, handling critical customer complaints, co-coordinating with other departments.

(b) Worked as a **Finance Officer** in **Finance Division at Operations Accounting Department** from February'07 to November'10 in **Warid Telecom Int. Ltd, Bangladesh** for 3 years at **Sylhet**.

Job responsibilities:

- ❖ All task relating to inventory and cash management and software entry.
- ❖ Inventory receiving from warehouse through proper channel.
- ❖ Prepare and send daily and monthly cash collection and inventory report to Regional office.
- ❖ Maintenance of VAT Register.
- ❖ Reconciliation of physical inventory with System at the month end.

(c) Worked as a **Sales/Traffic Officer** at **GMG Airlines** from December'05 to January'07 1/2 years at **Sylhet**.

Job responsibilities:

- ❖ Reservation, Issuing Domestic & International ticket.
- ❖ Maintain cash Transaction & entry to System.
- ❖ Briefing and check in of Passenger, Concertina Preparation, Passenger handling, Boarding of Passenger, Loading of Baggage, Cargo & Mail
- ❖ Passenger receiving from board unloading of baggage, Cargo & mail, Baggage distribution

Trainings in related Fields

- Brand Essence & Gall up session training conducted by **Airtel bangladseh ltd.**
- Customer service conducted by **Airtel bangladseh ltd**
- Training of TABS conducted by **Warid Telecom Intr. Ltd.**
- FINOPS & Inventory Maintenance conducted by **Warid Telecom Intr. Ltd.**
- Customer Care Service & task created system Maintains conducted by **Warid Telecom Intr. Ltd.**
- Reservation System of BABS/TICKAREO/GALILEO conducted by **GMG Airlines.**
- Fare, Ticketing & Airport Procedure Course conducted by **GMG Airlines.**
- Ground Service & Customer Care Service conducted by **GMG Airlines.**

ACADEMIC QUALIFICATIONS

MBA	Appear (Major in Finance & Banking) Metropolitan University, Sylhet Appered Year
M.A.(English)	From M.C. College, Sylhet, Under National University Year-2008,Result-3rd Class
B.A Hons. in (English)	From M.C. College, Sylhet, Under National University Year-2006, Result-3rd Class
HSC (science)	From Govt Women’s College,Sylhet,Under Comilla Board Year-2000, Result-2nd Division
SSC (science)	From Govt. Girls High School, Sylhet, Under Comilla Board Year-1997, Result-1st Division

COMPUTER SKILLS

Possess theoretical and practical knowledge on Operating Systems: Windows XP, ME, 98, 95

Application Packages: MS-Word, MS-Excel and MS-PowerPoint.

Software:: TABS6, TABS7,BABS,TICKAREO,GALELIO

COMMUNICATION SKILL & LANGUAGE PROFICIENCY

Having good command in reading & listening **English** as well as having strong capability in writing & speaking English.

Good writing, listening, reading & speaking capability in **Bengali** language.

Achievements:

(a) Two times awarded employee of the year

(b) six times awarded employee of the month

(c) Awarded silver medal as launching member of Warid Telecom

PERSONAL INFORMATION

Father's Name	: Late A.K.Fokhrul Hasan
Mother's Name	: Laila Fathema.
Date of birth	: 6 th November 1981.
Religion	: Islam
Nationality	: Bangladeshi by birth.
Marital Status	: Married.
Permanent Address	: Nobarun-317, Sonarpara,Sylhet

References

- | | |
|--|---|
| (a) Syed Rajib Al Rashed
Centre In Charge
Airtel-Robi Axiata Ltd
Dhanmondi,Dhaka
Cell-01610001702
Relation-Professional | (b) Ayesha Khanom
Officer,Sonali Bank
Zindabazar,Sylhet
Cell-01670100094
Relation-Family Friend |
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Yours Sincerely,
Nusrat Jahan Diba
Date-30.04.18