

Address: Chofeya Nur Bhavan, B.ED
College, KB Aman Ali Road,
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SOUROV GUHA

CAREER OBJECTIVES

To pursue a challenging career and be part of a progressive organization that gives scope to make use of my knowledge, interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

PROFESSIONAL ATTRIBUTES

Company Name: Japan Tobacco International (JTI)

Position: Field Marketing Supervisor (FMS)

Duration: 5th January 2019 – July 4th 2019

Responsibilities:

- * Planning , coordinating and monitoring effective implementation of business programs.
- * Ensuring that team operates in compliance with company policies, procedures, processes and requirements.
- * Driving and supporting the team in ensuring that they achieve the highest level of customer service and requirements.
- * Sharing market insights and reports for effective decision making.

Company Name: Robi Axiata Limited

Position: Customer Care Executive

Duration: May 2015-November 2016 (1year 6months)

Responsibilities:

- * To get Insight about Consumer's Problems.
- * Rendering services through knowledgeable way.
- * Provided tailored help to the customers with analytical abilities.
- * Maintain company's reputation through sheer personality and service.

EDUCATIONAL BACKGROUND

Program	Concentration /Major	Institute	Board/ University	Result	Passing Year
M.B.A	Marketing	University of Chittagong	3.48 (out of 4.00)	2018
B.B.A	Marketing	Chittagong Cantonment Public College	National University	2.98 (out of 4.00)	2013
H.S.C	Business Studies	Patiya Government College, Chittagong	Chittagong	4.50 (out of 5.00)	2009
S.S.C	Business Studies	BGC Academy	Chittagong	4.44 (out of 5.00)	2007

**COMPUTER
SKILLS**

- MS Office Package
- Windows
- Photoshop

**PERSONAL
ACHIEVEMENT**

- Best Weekly Employee Twice at Genex Infosys
- Organizing College Annual Program
- Boys Scout Participant in School

**PERSONAL
INFORMATION**

Date Of Birth : 23rd February,1992
Nationality : Bangladeshi
Father's Name : Babul Kanti Guha
Mother's Name : Nibedita Nandy
Permanent Address : Village: East Gomdandi, Post Office: Boalkhali,
Upazila: Boalkhali, District: Chattogram
Religion : Hindu
Blood Group : B (+ve)
Language : Fluent in Bengali, English(Written & Oral)


REFERENCES

Dr. Tunazzina Sultana
Professor
Department of Marketing
University Of Chittagong
Phone: 01819393956
E-mail: tunazzina@cu.ac.bd

Md. Mujibul Hoque Chowdhury
Deputy Manager
Cash Department
Bangladesh Bank
Chittagong, Bangladesh
Phone: 01838674823

DECLARATION

I hereby declare that, the information furnished above is true to the best of my knowledge.



Signature