

Eyacin Arafat Emon

Contact Information:

Address: Dhakkhinkhan, Azampur, Dhaka-1230

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Date of Birth: 4th December 1998

Marital Status: Unmarried

Blood Group: O(+ve)



Career Objective

To obtain a responsible position through which I can utilize my knowledge, enhance my skills as well as can acquire the ability to face a high level of challenges, and get myself provided with varied experience and at the same time I would like contribute my best to the organization.

Experience:

1. Name Of Company : **Shopup Ltd.**

Designation : Customer Support Associate

Duration : 9th June, 2020 to till now.

Responsibilities :

Provide excellent customer service and give precise information to the customer and ensuring customer satisfaction.

- Handle **Reseller prime** clients call with professional customer service.
- Identify and understand customer needs, clarify information and provide solution.
- Obtain and examine all relevant information.
- Escalate unresolved queries to respective department for accurate redressal.
- Maintain high standard of call quality as per requirement of the organization.
- Try to achieve KPI to prove ability of work and loyalties of organization.

2. Name Of Company : **Genex Infosys Ltd.**

Designation : Customer Support Associate

Duration : 2th July, 2017 to 8th June, 2020.

Responsibilities :

Provide excellent customer service and give precise information to the customer and ensuring customer satisfaction.

- Handle **GP Premium skill** clients call with professional customer service.
- Identify and understand customer needs, clarify information and provide solution.
- Obtain and examine all relevant information.
- Escalate unresolved queries to respective department for accurate redressal.
- Maintain high standard of call quality as per requirement of the organization.

- Try to achieve KPI to prove ability of work and loyalties of organization.

3.Name Of Company : **Genex Infosys Ltd.**

Designation : Customer Support Associate (Outbound)

Duration : 1stApril, 2017 to 28th June, 2017.

Responsibilities :

Provide excellent customer service and give precise information to the customer and ensuring customer satisfaction.

- Handle **Robi Outbound** call with professional customer service.
- To provide product information & specification all clients
- Maintain high standard of call quality as per requirement of the organization.
- Try to achieve KPI to prove ability of work and loyalties of organization.

Educational Qualification

Batchelor Of Business Studies

University : Dhaka University

Institute : Govt. Titumir College

Major : Honors (Accounting)

Result : Running

Passing Year : N/A

Higher Secondary Certificate

Institute : Uttara Model College

Group : Business Studies

Passingyear : 2016

Result : GPA-4.67 (Out of 5.00)

Board :Dhaka

Secondary School Certificate

Institute : Nawab HabibullahModel School & College

Group : Business Studies

Passingyear : 2014

Result : GPA-5 (Out of 5.00)

Board :Dhaka

Interest

- ❖ Participating in creative works.
- ❖ Work in Marketing Related Job.
- ❖ Participating in IT relevant workshop, Training or any Competition

I clarify that the given information in this résumé is complete and accurate.

Eyacin Arafat Emon

Date :