



Chowdhury Rafid Bin Mahbub

Call Center

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I am a professional customer care manager and have 4 years of work experience working with different clients all over the world. I have worked with Samsung, London Till Rolls, Fusion and Adams Academy in UK as a customer support manager. I am a pro at handling email, phone calls, chat support and database management. I am also an Admin Assistant in a US firm and I manage all the team members and project management and hiring manager.

I also have a good experience on working remotely as a customer support manager, virtual assistant and admin manager.

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Contact



chyrafidbinmahbub@gmail.com



+8801754838769

Education

Sylhet Model School and College
Science
GPA 3.9

Sylhet, Sylhet Division
Graduated December 2015

Leading University
BSC in Computer Science and Engineering

Sylhet, Sylhet Division
Graduating June 2018

Employment History

Samsung
Customer Support Manager
I was an admin manager at Samsung customer support.

June 2014 - December 2016

London Till Rils
Customer Support Manager
Till Roll Support Division Manager

December 2015 - June 2016

Fusion Enterprise
Customer Support Manager

December 2016 - June 2017

Adams Academy
Customer Support Manager and Admin
I am an Admin Manager at customer support in Adams Academy

December 2017 - April 2018

Vintage Consulting Groups
Admin Assistant
I am an admin assistant performing various administrative tasks and like recruiting members managing systems etc.

April 2018 - Present

Hobbies & Interests

I love to learn about techs and computers and love to learn new things all the time and research about any article.

Professional Skills

Customer Support:	★ ★ ★ ★ ★
Microsoft Office :	★ ★ ★ ★ ★
Call Handling:	★ ★ ★ ★ ★
Email Support:	★ ★ ★ ★ ★
Project Management:	★ ★ ★ ★ ★

Languages

English:	★ ★ ★ ★ ★
Hindi:	★ ★ ★ ★ ★
Bangla:	★ ★ ★ ★ ★