



Chowdhury Rafid Bin Mahbub

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Summary

An organised, results-oriented Customer Service Professional with an excellent track record of significantly increasing service quality, sales and customer base. Outstanding communication, relationship-building and influencing skills; competent in building customer relationships which inspire confidence and loyalty. A highly efficient individual with extensive team leadership experience, able to adapt well to new environments and learn new processes quickly to achieve outstanding results. Strong ability to multi-task and prioritise, and able to organise, train and monitor teams. Seeking a new, challenging role in a charity which will utilise existing skills.

I am also a Admin Assistant in a US firm and I manage all the team members and projet management and hiring manager.

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

Education

Sylhet Model School and College, Sylhet, Sylhet Division
Science, Graduated December 2015

GPA 3.9

Leading University, Sylhet, Sylhet Division
BSC in Computer Science and Engineering, Graduating June 2018

Employment History

Samsung

Customer Support Manager, June 2014 - December 2016

A proven record of accomplishment in resolving complex customer issues

London Till Rils

Customer Support Manager, December 2015 - June 2016

Till Roll Support Division Manager. Finished in top 25% with 157% productivity, 120% quality and lowest cancellation rate

Fusion Enterprise

Customer Support Manager, December 2016 - June 2017

Adams Academy

Customer Support Manager and Admin, December 2017 - April 2018

I am a Admin Manager at customer support in Adams Academy

Vintage Consulting Groups

Admin Assistant, April 2018 - Present

I am an admin assistant performing various administrative tasks and like recruiting members managing systems etc.

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:	Expert
Call Handling:	Expert
Email Support:	Expert
Project Management:	Advanced
Microsoft Office:	Expert

Languages

English:	Native
Hindi:	Fluent
Bangla:	Native