

PRANTA CHOWHAN

Dedicated and detail-oriented professional with hands-on experience in customer service and call center operations. Committed to maintaining service excellence through effective communication, problem-solving, and a customer-focused mindset. Equipped with a solid academic background in Business Administration and practical knowledge in service management. Strives to contribute to organizational growth by upholding professional standards and fostering positive client relationships through consistent, high-quality support.



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Mohakhali wireless gate, Dhaka

AREAS OF EXPERTISE

- Customer Service Operations
- Call Center Management
- Order Processing & Coordination
- Complaint Handling & Resolution
- Verbal & Written Communication
- Client Relationship Management
- Problem-Solving & Critical Thinking
- Conflict Resolution
- Product Knowledge Promotion
- Microsoft Office Suite
- CRM Tools (basic familiarity)
- Adaptability under Pressure
- Service Quality Improvement
- Team Collaboration
- Time Management
- Attention to Detail

EXPERIENCE

Pickaboo.com — E-Commerce Platform

Customer Experience (CX) Executive |9 KA/KHA, Level 5, Tejgaon Industrial Area, Tejgaon, Dhaka - 1215| July 2025 – Present

- Delivered high-quality customer support through phone, email, and chat, ensuring smooth order processing and issue resolution.
- Handled customer inquiries related to products, deliveries, returns, refunds, and replacements with professionalism and accuracy.
- Coordinated with logistics, warehouse, and technical teams to resolve operational issues efficiently.
- Ensured timely follow-up to maintain customer satisfaction and enhance overall user experience.
- Maintained service quality by adhering to SLA, company policies, and e-commerce compliance standards.
- Collected customer feedback and prepared service reports to support continuous improvement of the platform.

Call Center Executive (Guest Service Representative)

Domino's Pizza Bangladesh. Paragon House, (Level 4),5, Mohakhali C/A, Dhaka 1212, Bangladesh. | July 2024 – July 2025

- Handle a high volume of inbound customer calls to take accurate orders, answer queries, and ensure a smooth ordering experience.
- Maintain a courteous and professional tone during every interaction, contributing to enhanced customer satisfaction and loyalty.
- Coordinate with delivery and kitchen teams to ensure timely preparation and dispatch of orders with minimal errors.
- Participate in service quality improvement activities, including peer mentoring, role-play sessions, and ongoing skill development to support team performance.

ACADEMIC QUALIFICATIONS

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|------|---|
| 2024 | BBA in Management
National University (Netrakona Government College, Netrakona) CGPA: 2.82/4.00 |
| 2018 | Higher Secondary Certificate (HSC) in Business Studies
Netrakona Government College, Netrakona GPA: 3.58/5.00 |
| 2016 | Secondary School Certificate (SSC) in Business Studies
Chandranath High School, Netrakona GPA: 3.94/5.00 |

EXTRACURRICULAR ACTIVITIES

Team Member

BD Clean – Community Volunteer Organization

January 2021 – Present

- Actively participate in city and neighborhood cleaning campaigns to promote environmental awareness and civic responsibility.
- Collaborate with team members to organize and execute cleanup events in various public areas across the city.
- Engage with local communities to encourage participation in sustainability initiatives and public hygiene education.

- Contribute to a positive team environment by demonstrating responsibility, teamwork, and a commitment to social improvement.

ADDITIONAL INFORMATION

- **Date of Birth:** March 18, 1999 | **Blood Group:** A+ | **NID No:** 2409963317
- **Permanent Address:** Village: Newtown,bilpar, PO: Netrakona, PC: 2400, PS-Netrakona, Dist: Netrakona Sadar
- **Language:** Bengali – Native Proficiency | English – Professional Proficiency

REFERENCE

Md. Mahbubur Rahman
Senior Assistant Vice president & Operation Manager, National Bank Limited, Motijheel Branch
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Akash Das
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