

MAZHARUL ISLAM

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Address : 131/3, Adarshapolli, ibrahimpur, kafrul ,Mirpur Dhaka.



Motivated and adaptable professional with 2 years of experience in customer service, seeking to transition into a new career field where I can apply my strong communication, organizational, and problem-solving skills. Eager to learn, grow, and contribute to a forward-thinking organization.

Professional Experience

Executive

Best Cart BD (Department : Customer service)

01/01/2024 – Currently Working

- Successfully achieved personal and company targets.
- Reviewed customer feedback and suggested how to improve Prepared and Delivered appropriate products processes and service.
- Improved communication with the Customer.
- Maintained a customer satisfaction rate of 95% for the entire duration of employment.
- Hit and exceed department of KPIs by 20% for 4 months in a row.
- Increased data processing speed 15%
- Successfully Contacted with the courier.

Skills

Office Tools: Microsoft Word, Microsoft Excel, Microsoft Access
Microsoft PowerPoint

Soft Skills :
1. Good communication
2. Strong Decision maker
3. Leadership
4. Hard Worker
5. Team work
6. Time Management

Education

Bachelor of science

Govt Titumir College Dhaka (University Of Dhaka)
Bachelor of Science (BSC) in Physics.
Session:2014-2015 passed : 2021 | CGPA : 2.72

Higher Secondary certificate

BAF Shaheen College Dhaka
Science, passed : 2013 | GPA- 4.80

Secondary School certificate

Muslim Modern High School
Science , passed : 2011 , GPA- 5.00

Training and Development

1. **PDCM** (2023), Professional digital content management from Bangladesh IT Institute, SEIP BITM training, Mirpur -10
Result: Passed, **Duration** : 40 days
2. Verbal Communication in English from WSDA (2023). Workplace Skills Development Academy (New zealand)
Duration: 32 Hours, **Result** ; Passed.

Extra-Curricular Activities

- Independence Day cultural programmer at Nondon Park arranged Cambrian College-2011
- Activity participated in the cultural event/mass gymnastic of the opening & ceremony
- 11th South Asian Games Dhaka-2010

Strengths

- ✓ Capable to work under pressure and like to take challenges . Hard worker, punctual, and honest.
- ✓ Strong leadership quality and eager to take responsibility. Enthusiastic team member and able to coordinate team effectively.

Hobbies

- Reading Books
- Gardening
- Organizing Productive Events
- Playing Cricket
- Listening Music

Reference

MD Abdur Jabbar
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Date :

Mazharul Islam