



MD.IMRAN HOSSEN SAKIB

ID: 1965513896 **Nationality:** Bangladeshi **Date of birth:** 23/05/2000

Place of birth: Comilla, Bangladesh **Gender:** Male

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Home: Thana: Barura Village: Kemtali, 3500 Comilla (Bangladesh)

ABOUT ME

I am a good worker and always on time. I am comfortable around people and work well with others. I take pride in my work and like learning new things. Interested in obtaining a position to utilize my abilities, experience and skills in customer service.

WORK EXPERIENCE

 **City's Super** – Shanghai , China

Customer Service

[2023 – 2024]

Receiving incoming and outgoing calls / Dealing with Customer complaints and suggestions / Identifying problems and escalating them to the direct manager / Assisting customers with the required information and data / Documenting all calls according to the company's systems / Followup with customers in time of need / Completing the required calls and reports / Solving all specific request

EDUCATION AND TRAINING

Bsc in Computer Science and Engineering

Shanghai University of Science and Engineering [2026]

City: Shanghai | Country: China | Field(s) of study: Engineering

4th semester complete

Diploma in Textile Engineering

CCN Polytechnic Institute [2022]

City: Kotbari-Comilla | Country: Bangladesh | Field(s) of study: Engineering

CGPA- 3.63 out of 4.00

Secondary School Certificate

Kemtali Technical High School [2018]

City: Barura-Comilla | Country: Bangladesh | Field(s) of study: Humanities

GPA- 3.72 out of 5.00

LANGUAGE SKILLS

Mother tongue(s): Bangla

Other language(s):

English,

LISTENING A1 READING A1 WRITING A1

SPOKEN PRODUCTION A1 SPOKEN INTERACTION A1

Hindi

SPOKEN INTERACTION A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

SKILLS

Timework / Customer service / Hard working / Problemr Solving / communication skill / Ms Excel / Time maintain / Leadership / Microsoft Word / Microsoft Powerpoint / Time management / Communication / Adaptability / Creativity / Responsibility