

Curriculum Vitae Of Md. Anisur Rahman



Permanent Address

C/O- Md. Boyaj Ali
101/1.C.R K Mission Road,
Gupibag, 6th Lane, Dhaka.

Contact

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Career Objective

To build up career as a high official in the hierarchy of any large, well reputed and human organization where I should work in a challenging and competitive environment; where hard work, sincerity and creativity are the keys towards success. I Present below the information regarding my qualifications for kind consideration as a candidate

Looking for hard working and challenging job for utilizing my knowledge.

Academic Qualification

Exam Title	Concentration/ Major	Institute	Result/ CGPA	Passing year
MSS	Social Science	National University	2.44 (out of 4.00)	2022
Bachelor of Arts (BA)	B.A	National University	2.51 (out of 4.00)	2020
HSC	Humanities	Govt. Ashek Mahmud College, Jamalpur.	2.67 (out of 5.00)	2016
SSC	science	Harindhara High School	3.06 (out of 5.00)	2013

Work Experience & Employment History

2016-Oct-26 : Aviva Finance Limited.

Current Sara tower (5floor), 11/ A, Toyenbee Circular Road, Motijheel c/a, Dhaka-1000.

- Working as the assistant of Managing Director of this company.
- To present the services of our organization appropriately to the clients. Preparation of various reports etc.
- Receiving & answering the phone calls of customers.
- Provide excellent customer service and give precise information to the customer ensuring customer satisfaction.
- Identify customer needs, clarify information and provide solution to customer queries
- Manage social media queries- Like Facebook, WhatsApp etc.
- Refer unsolved customer grievances to designated person for further investigation.
- Obtain and examine all relevant information in order to assess validity of complains and to determine possible cause.
- Report and coordinate to team leader.
- Personable and energetic Receptionist committed to delivering excellence in all facets of customer service and administrative support.
- All Telephone received, Outgoing number, All Letter received, All E-mail Browsing, All Internet Browsing others etc.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

Specialization

Field of Specialization

- Bank/Non-Bank Fin. Institution
- Customer Support/Call Centre
- Data Entry/Operator/BPO

Training Summary

Training Title	Topic	Institute	Country	Location	year	Duration
Computer	MS Word, MS Excel, MS Power point, E-mail and all Internet Browsing	Govt: Department of Youth Development	Bangladesh	Shobujmati Bhaban, Khilgaon, Dhaka	2021	6 months

Language proficiency

Bangla (Mother Tongue)

English (Speaking, Listening, Writing and Reading)

Personal Skills & Capabilities

- Self-motived & self-confident.
- Work under pressure & meeting time targets.
- Dealing with different people.
- Ability to work with people in a team.
- Filing and data archiving
- Customer/Client relations
- Technical Support
- Mail handling

Personal Details

Father's Name : Md Boyaj Ali
Mother's Name : Moyna
Date of Birth : 05/12/1998
Gender : Male
Height : 5.7"
Weight (Kg) : 71
Marital Status : Married
Nationality : Bangladeshi
National Id No. : 9590388402
Religion : Islam
Permanent Address : Vill: Jangaldi, Sherpur Sadar, Sherpur.
Blood Group : A+
Current Location : 101/1.C R K Misson Road, Gupibag 6th Lane, Dhaka.
Hobby : Traveling, Music, Cricket, Football & Social Work

Reference

Md Anower Hossen

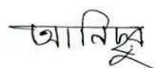
BCS (General Education) ICT
Department
Sherpur Govt. College, Sherpur.
Phone: 01315480316

Juairia Haque

Joint Diretor
Bangladesh Financial
Intelligence Unit
Bangladesh Bank, Head
Office Motijheel, Dhaka
Phone: 01914262563

Declaration:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications and me.



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Md. Anisur Rahman