

Umma Kulsum



Contact

Present Address:Wast Madertak,51/2
Sobujbag,Basabo,Dhaka-1214
Phone: 01537555757
Email: ummemashrur@gmail.com

Competencies

- MS Office
- Service-focused, Result driven
- People Management, Teamwork
- Flexibility

Interests

- Traveling, Photography
- Watching Tv

References

A.K.M. Zahirul Alam
Fast Asst, Vice President
Janata Insurance Company
Email:Janataindkb@gmail.com
Phone:01715178150

Dr. Khan Assaduzzaman
Director
Ansar-VDP Unnayan Bank
Email:drkasad76@gmail.com
Phone:01713248899

Email:drkasad76@gmail.com
Phone:01713248899

Career Objective

A hard-working, organized and self-motivated business graduate with passion for Supply Chain Management; seeking a role to begin my career in a reputable organization aiming to enhance my learning, knowledge & experience and make a positive impact on organization.

Experience

Cusoter Service Executive –Brac, Aarong

- **Responsibility** : Drive and achieve department's sales target on a monthly, quarterly and yearly basis.
- Ensure conversion target & high level of customer satisfaction through excellent sales service as per company set standard
- Handle customer complaints/ queries and solve according to company guidelines
- Track inventory and ensure proper display at the assigned departments as per visual merchandising requirements
- Maintain a high standard of service quality by following the standard Point of Sales (POS) operating process
- Execute any other additional tasks as assigned by the Supervisor
- Maintain Sales transaction through Software, Bill Payment & also Billing Amount Received from customer Properly & Efficiently

Call Center Executive– Trust islami life insurance

- **Responsibility** : To support clients and complain management. Prepare raw and data sheet.
- To handle inbound and outbound calls.
- Process customer-handling techniques.
- Comfortable in dealing with all levels of people.
- Handle challenging situations with customers diplomatically.
- Present one-self in an appropriate manner.
- To maintain proper documentation and report accordingly

Education

- **Masters of Business Administration (2016):** Accounting, Dhaka University (DU). ((2.73/4.00)
- **Bachelor of Business Studies (2014):** business study, Division-Second Class, National University
- **Higher Secondary Certificate (2011):** Commearce, GPA: 3.30/5.00, Cumilla Board.
- **Secondary School Certificate (2009):** Commearce, GPA: 4.63/5.00, Cumilla Board.

Extra-Curricular Activities

- Hard Work,Existent
- Leadership,Team work
- Time Manageme
- Banglali & English