

Md Jakir Hossion

Sr. Sales Representative | Genex Infosys | Customer Service Associated

Career Objective

To work in a competitive environment that effectively utilizes my analytical, interpersonal, leadership and organizational skills to conceive and achieve solutions. The solutions which help the organization in not only meeting its targets, but also allowing it to grow, thereby, enhancing my own skills as an individual and as a key player in the organization's development. Position requiring innovative, challenging employment that will utilize my education, experience, professional skills and offer advanced opportunity.



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+97455753972

Location: Doha, Qatar Driving license: Yes(Qatar) Visa Status: Employment

WORK EXPERIENCE

Senior Computer operator Oct 2022 – April 2024

Meta computer & print Zone, Chittagong, Bangladesh.

At Meta Computer & Print Zone, a Computer Operator's role involves managing and maintaining computer systems and providing support for print-related tasks.

Junior executive (Fabric Inspector)- Jan 2021 - Nov 2022

Mas Intimates Bd pvt. Ltd, Chattogram

Responsibilities & duties:

Communicating with Supplier & Head office (Srilanka) work load Balance.

Monitoring Fabric inspection to ensure the quality.

To maintain leadership and interpersonal relation with team.

Customer Service Associate Dec 2018 - Oct 2020

Genex Infosys Ltd., Chittagong, Bangladesh

As a Customer Service Associate at Genex Infosys,

My main responsibilities will include handling customer inquiries via phone or email, resolving complaints, and providing product or service information.

You'll be expected to manage interactions efficiently, ensuring

high levels of customer satisfaction and adhering to company protocols.

Cashier - March 2017– Nov 2018

Cafe a Salma Hotel & Biryani House, Chittagong, Bangladesh.

Handling Transactions:

Process cash, credit, and debit card transactions accurately.

Provide receipts and correct change to customers.

Customer Service:

Greet customers and provide friendly, efficient service.

Address customer inquiries and resolve complaints.

Cash Management:

Balance the cash register at the beginning and end of shifts.

Ensure the cash drawer is accurate and secure.

Product knowledge:

Be familiar with the products and services offered.

Assist customers with product selection and provide information.

Hotel Management - Jan 2016 – Jan 2017

Hotel Tower IN, Chittagong, Bangladesh.

Guest Services:

Ensure exceptional guest experiences from check-in to check-out.

Address guest inquiries, requests, and complaints promptly and effectively.

Staff Management: Supervise and train hotel staff.

Schedule staff shifts and manage their performance.

Operations Management:

Oversee daily operations, ensuring smooth functioning of all departments.

Maintain cleanliness, safety, and service standards.

Career Summary.

* Well knowledge about Fabric Inspection all process.

* Well knowledge about Kaizen.

* Work well under pressure a part a team.

* Ability to work in a fast -paced, intense environments smoothly.

PERSONAL INFORMATION

Abu Humour, 193 Doha, Qatar

Date of birth: February 17, 1994

Place of birth: Bangladesh

Driving license: Yes (Bangladeshi),

Nationality: Bangladesh

Gender: Male

LinkedIn: linkedin.com/public-profile

Marital Status : Unmarried

Father Name : MD Amir Hossain

TECHNICAL SKILLS

Adobe Photoshop

Adobe Suite

Adobe Illustrator

Microsoft Word

Microsoft Excel

Microsoft Power point

Work well under pressure

co-operative

Operating Systems

Internet Browsing

Work well under pressure

co-operative

CERTIFICATES

Diploma in Software & Hardware Engineering,
Microsoft Office Application

INTEREST

Artificial Intelligence, Street
Photography, Travelling

ACHIEVEMENTS

Awarded and certified by Zilla Government for work in
Pandemic situations.

Organizar: Better Future Bangladesh

Employee of the month (Call Centre Executive)

Employer: Genex Infosys Limited

LANGUAGE

English (Fluent), Bengali (Native), Hindi (Professional)

Hobbies

Music

Internet Browsing

Watching

EDUCATION

Higher Secondary School Certificate (HSC) 2015 – 2017

Islamia Degree College,. Chattogram, Bangladesh.

Business Studies GPA : 2.68 (Out of 5)

Secondary School Certificate (S.S.C) 2013 - 2015

Saleh Jahur City Corporation High School, Chattogram

Business Studies GPA : 3.56 (Out of 5)

Junior School Certificate (J.S.C) 2010 - 2012

Saleh Jahur City Corporation High School, Chattogram

Business Studies GPA : 2.79 (Out of 5)

I consent to the processing of my personal data for the purpose of recruitment for the position to which I am applying.