



MD

MEHEDI HASSAN

Customer Service Representative

CONTACT ME

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- Muhaisnha 2, Dubai,
- United Arab Emirates

EDUCATION

Bangladesh University of Business and Technology

Bachelor of Business Administration
2017 - Running

Adhapak Abdul Mazid College

Higer Secondary Certificate
2013 - 2015

Ramchandrapur R K High School

Secondary School Certificate
2011- 2012

SKILLS

- Management Skills
- Digital Marketing
- Negotiation
- Critical Thinking
- Communication Skills
- Process Flows

ABOUT ME

I am a customer service representative who is goal-oriented and efficient. I'm highly skilled in handling multinational clients and providing customer support. Serve and answer all questions from customers to completion, either by telephone, email and chat.

WORK EXPERIENCE

Crocodile Bangladesh Ltd

2020 - 2022

Customer Service Agent

- Manage time and organise own workload against performance expectations.
- Ensure all administrative compliance requirements, data entry and an efficient client engagement journey are met.

Synergy Solution

2019 - 2020

Customer Service Representative

- Build strong relationships with new and existing customer
- Process and track orders, and assist clients with transactions and inquiries.

ACI Logistics Ltd

2017 - 2019

Telephone Operator

- Answer incoming calls and respond to email correspondence in a fast-paced environment.
- Display intermediate computer literacy skills and the ability to follow a process/script.

LANGUAGES

English

Bengali

Hindi

Urdu