



RAKIBUL ISLAM SARKAR

Customer Service Executive

+971562370640 @ rakibsarkaruk@gmail.com Abu Dhabi City

PERSONAL INFORMATION

Name : Rakibul Islam Sarkar

BirthDay : 05/03/2001
Nationality : Bangladesh
Living : Abu Dhabi City
Visa Status : Employment

EDUCATION

Bachelor degree - BBA

City University

Higher Secondary School Certificate

Lakhpur Shimulia College

SKILLS

MS office: Excel - PowerPoint -Word - outlook - Sheets

Document Control

Database Management

Creative Problem Solving

Customer support

Team Management Experience

Production Reporting

Data processing & enquiry

Excellent verbal And written communication

LANGUAGES

English Native ●●●●●

Hindi Native ●●●●●

Arabic Intermediate ●●●●●

CERTIFICATE

Computer since

Bangladesh Govt ICT Division

SUMMARY

Dedicated and results-oriented Customer Service Executive with [4] years of experience in delivering exceptional customer support in fast-paced environments. Skilled in managing customer inquiries, resolving issues, and providing tailored solutions to enhance customer satisfaction. Adept at using CRM software, handling high-volume calls, and maintaining strong client relationships. Strong communicator with excellent problem-solving abilities and a commitment to improving customer experiences. Proven track record of achieving performance targets and contributing to team success.

EXPERIENCE

Customer service Executive 05/2023 - 10/2024

NOVO STAR TRADING LLC Abu Dhabi, United Arab Emirates

- Handle inbound and outbound customer calls, addressing inquiries, complaints, and providing product information.
- Resolve customer issues effectively, ensuring high customer satisfaction and retention.
- Manage and process orders, returns, and exchanges with attention to detail.
- Collaborate with various departments to resolve complex issues and ensure timely follow-up.
- Maintain up-to-date knowledge of product offerings and company policies to provide accurate support.
- Achieved a customer satisfaction rate of 95% through consistent, high-quality service.

Customer Service Representative 04/2022 - 12/2023

Sunflower Life Insurance Company Ltd Dhaka, Bangladesh

- Receiving general requests and inquiries via telephone, walk-in, e-mail and regular mail from customers regarding high bills, low pressure, leaks in mains or lines, final bills, connecting or disconnecting of service, transfer of accounts, or refunds of deposits, processing the requests and inquiries with tact and politeness
- Investigating the complaints of excessive water bills or reports of low water consumption in the field.
- Checking buildings for leaks in plumbing, operating leak detection and portable test meter, estimating charges where defective or stopped meters are discovered, crediting the customer accounts according to departmental rules and regulations.
- Performing a wide variety of clerical tasks in the office in maintaining records of customer contacts, checking bills for lack of payment, or maintaining service records

Financial Document Controller 01/2020 - 03/2022

Unilever group Dhaka, Bangladesh

- Manage and oversee the documentation process, ensuring accuracy and compliance with financial regulations
- Develop and implement document control procedures to streamline processes, resulting in a 20% increase in efficiency.
- Coordinate with finance and accounting teams to organize, verify, and maintain financial records and reports.
- Conduct regular audits to guarantee the integrity and security of financial documents.

KEY ACHIEVEMENTS



Identified a Problem and solved

Obtain the 'Solver Extraordinaire' achievement by successfully completing 50 challenging puzzles without using any hints or assistance.