



## CONTACT

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## PERSONAL DETAILS

Date of Birth: 31st Dec 1991  
Nationality: Bangladesh  
Religion: Muslim (Sunni)  
Marital Status: Single  
Blood Group: **A+** (Positive)

## LANGUAGE SKILLS

- Bengali (Mother Tongue)
- English ((Fluent) both in speaking and writing.
- Hindi (Medium) in speaking.

## COMPUTER SKILLS

- Have a good hand in MS Office, MS Excel, and Data Entry etc.
- Proficient in regular use of internet.

## HOBBY

- Sports
- Books
- Music
- Traveling
- Swimming

# MD FOKHRUL ISLAM

## Customer Service Representative

## CAREER OBJECTIVE

Energetic Customer Service Representative with 2+ years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

## WORK EXPERIENCE

### SAAD EXCHANGE L.L.C

Customer Service Staff (June 2021 to Running)

#### Key Responsibilities

- To attend customers for all business transactions at the counter.
- Attending customers for making Remittance, currency exchange, demand drafts / telex transfer / electronic transfer, etc.
- To answer customer complaints, branch detail enquiries, transaction enquiries, rate enquiries, conversion.
- Prepare End of day report & cash reconciliation.
- To provide currency exchange & remittance delivery information. Prepares daily & weekly sales reports.

### MESARA AIR INTERNATIONAL LTD

Customer Service Representative (Oct 2018 to Jan 2020)

#### Key Responsibilities

- Keeping records of customer interactions, transaction and complaints.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.

## EDUCATIONAL BACKGROUND

### 2018 Master of Business Administration

Asian University of Bangladesh

Major: Finance

CGPA: 3.67 (Scale of 4)

### 2016 Bachelor of Business Administration

Asian University of Bangladesh

Major: Finance

CGPA: 3.639 (Scale of 4)

## PERSONAL STRENGTHS

- Confident and positive, willing to accept responsibilities.
- Open minded in adapting new and challenging situation.
- Able to work in a team and can maintain effective relationship.

## DECLARATION

I declare that all the information included here true to my knowledge. If required and where applicable, this document can be supported by appropriate authentic certificates.

Md. Fokhrul Islam