

SAMIRA NUR ASHA MONI

SUMMARY

Friendly Team Member with experience in Retail, banking service environments. Takes instruction well and proactively responds to varying demands. Skilled in upselling for increased average transaction values. Skilled Commercial Officer with 7 years of experience in Banking, freight and logistics. Sets culture of excellence to guarantee highest standards of quality. Hardworking with can-do attitude, proactively addresses concerns.

EXPERIENCE

Commercial Officer, 07/2018 - 06/2023

DHL EXPRESS, BANGLADESH

- Generate Cash sales and achieve assigned business target of Retail Branch
- Interface with various internal DHL departments (Operation, Customer Service, Marketing, and Account & IT Dept.) to ensure service alignment & enhancement
Implement standardized
- Track store performance through prescribed reporting formats.
- Be committed to quality customer service by being properly groomed with low absenteeism, low in tardiness at all times.
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- Handled customer concerns and escalated major issues to supervisor.

Customer Care Representative, 03/2016 - 06/2018

CITY BANK - DHAKA, BANGLADESH

- Maintained engaging conversation with customers to build relationships and upsell further products.
- Attend incoming customer query regarding banking issues Example, Account, Credit Cards, home Loan, DPS,
- Work with customer complain and resolve the issue with banking guideline
- Coordinate with cross function Management, Cards Department, Risk Analysis Department
- Processed and prioritised customer orders and requests strategically to reduce delays.

Customer Care Representative , Banglalink

Tigers Den, Gulshan, Dhaka

1st April 2015 to 27 February 2016

- Attend Incoming calls from Customer and solve their issue
- Sell telecommunication products and value added services to the client's
- Communication with cross function to follow up customers complain solution
- Activated sim card, add FNF number & different type of telecommunication products.
- Perform Team meeting with new cs representative on daily basis.



CONTACT

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EDUCATION

- Master's In Social Science (Economics), 2018
University of Dhaka-Dhaka
- Bachelor In Social Science (Economics), 2016
National University of Bangladesh -Dhaka
- Higher Secondary School Certificate, Humanities, 2010,
Institute Name: Gobindagong Mohila Degree College, Dinajpur
- Secondary School Certificate, Humanities, 2008,
Institute Name: Gobindagong B.M Girl's School, Rajshahi

SKILLS

- Logistics Expert
- Expert of using DHL Network Softwares (POS, Sherloc, GEMA, DCSV, CAA)
- Telecommunication Services
- Territory management
- Relationship building and management
- MS Word, MS Excel, MS Powerpoint, etc.
- Revenue growth strategies
- Customer service
- Cash management
- Retail knowledge

LANGUAGES

English: Fluent

Hindi: Fluent

Urdu: Fluent

ACCOMPLISHMENTS

- Best Officer Award 2018 (DHL EXPRESS, BANGLADESH)
- Best Officer Award 2023 (DHL EXPRESS, BANGLADESH)

CERTIFICATIONS

- IELTS certified
- Certified Dangerous Goods handling Expert (DHL Express BD)
- Best In Class Retail (DHL Express BD)