

# RAKIBUL ISLAM SARKAR

Customer Service Officer

+971562370640 @ rakibsarkaruk@gmail.com Abu Dhabi City



## SUMMARY

Dedicated and results-oriented Customer Service Executive with [3] 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.

## EDUCATION

Graduation - BBA

City University

2019 - 12/2022

Higher Secondary School Certificate

Lakhpur Shimulia College

01/2017 - 12/2018

Secondary School Certificate

Lakhpur Shimulia School

01/2011 - 12/2016

## CERTIFICATE

Computer since

Bangladesh Govt ICT Division

Google digital garage

google

## KEY ACHIEVEMENTS



Identified a Problem and solved

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

## LANGUAGES

English Native ●●●●●

Hindi Native ●●●●●

Arabic Intermediate ●●●●●

## EXPERIENCE

Customer service Executive

NOVO STAR TRADING LLC

05/2023 - 10/2024

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

Sunflower Life Insurance Company Ltd

04/2022 - 12/2023 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
- Compiling various statistics and reports regarding meter reading, vehicles, and other district-related activities.

Financial Document Controller

Unilever group

01/2020 - 03/2022 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.

## PERSONAL INFORMATION

Name : Rakibul Islam Sarkar

Birthday : 05/03/2001

Nationality : Bangladesh

Living : Abu Dhabi City

Visa Status : Employment

## SKILLS

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

Document Control

Database Management

Creative Problem Solving

Team Management Experience

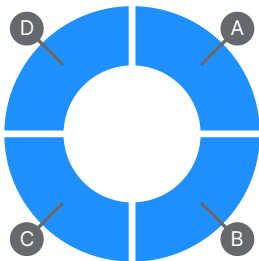
Customer support

Production Reporting

Data processing & enquiry

Excellent verbal And written communication

## MY TIME



- A Learn Something New
- B Interact With people
- C Spending Time With Family
- D Running