

# RESUME

## PERSONAL INFORMATION

Name: **Aminul Hassan Laskar**  
Gender: Male  
Date of Birth: 05-01-1992  
Nationality: Indian  
Current Residence: Bangalore, India  
Mobile No: **+91 - 8310145746**  
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## PHOTO



## OBJECTIVE

To secure the position of **Customer Service Associate (Sales & Support)** utilizing my strengths, experience and abilities while exploring overseas countries.

## EXECUTIVE SUMMARY

Carrying a good **5+ Years** of experience in the **Customer Service Sector** with industries such as **Real Estate, E-Commerce, Health Care, Hospitality & Finance**. Having multilingual and multitasking ability with a Higher Secondary Education focused in Arts from IBVE, Bangalore.

## EDUCATION

- **Calorx Teacher's Univesity, Gujarat (2014-2017).**  
Graduation Degree – Bachelor of Arts
- **INSTITUTE OF BASIC & VOCATIONAL EDUCATION, BANGALORE**  
(2008-2010). India Higher Secondary/GCE "A" Levels

## KEY SKILLS

Patience, attentiveness, active listening.	Ability to "read" Customers & information.
Excellent communication skills.	Calming personality, call center knowledge
Email & Chat Support Friendly (Zopim/Zendesk)	Goal oriented & customer focus.
Ability to use "positive language".	Ability to handle surprises, proactive and resourceful.
Acting and negotiation skills.	Persuasion & performance.
Time & hotel management skills.	Tenacity & adaptive to new technology.
Closing deals & orientation skills.	Willingness to learn & sustainable.
Soft skills & multitask ability.	Marketing and sales techniques.
Excellent customer service & sales skills.	Escalation management skills.
Quantitative & research skills.	Teamwork, adaptability, productivity & proficient.
Web & online social media skills.	Customer satisfaction & transportation management

## WORK EXPERIENCE

Company Name: **TOPCASHBACK INDIA PVT. LTD - BANGALORE, INDIA (Dec'17-Present)**

**Business Type: E-Commerce.**

Designation: Operations Support Executive.

Key Roles: Responding to enquiries and claims, releasing customer payments, escalating complaints & technical errors, working on back office software. responding to social media posts like Facebook, Twitter, Google play store, blogs, YouTube, etc. validating members details on the back-office tool, achieving target, maintaining quality, multitasking, sales management team work, client meeting, updating CRM, closing deals, informing company policies, adaptive to technology.

Company Name: **TRANSVEN LIFESTYLE MANAGEMENT PVT. LTD - BANGALORE, INDIA (Aug'16-Feb'17)**

**Business Type: Lifestyle, Hospitality & Concierge.**

Designation: Senior Lifestyle Desk Associate.

Key Roles: Receiving phone calls, booking hotel, organizing events, transportation, field meetings, hotel management, closing deal, providing reference, orientation, team management, achieving team target, providing email support, Team work, payment guidance through IVR, using CRM, client meetings, revenue generations, using multiple portals, explaining packages, prioritizing work flow, inform deals & offers, concierge facilities, customer-focused, systems adaptive, inventory management.

**Reason for Change: Process Shutdown.**

Company Name: **HEALTHVISTA INDIA PVT. LTD - BANGALORE, INDIA (Apr'14-Aug'16)**

**Business Type: Home Health Care.**

Designation: Patient Care Executive.

Key Roles: Receiving calls, cold calling, escalation management, revenue generation, sales of health products, explaining services, Placing orders, channel partners acquisition, territory sales, team work, maintaining quality parameters, updating CRM, attending seminars and training, providing medical educational assistance, database management, system & new tools adaptive.

**Reason for Change: Next Level Opportunity.**

Company Name: **SERCO PVT. LTD - BANGALORE, INDIA (Feb'13-Feb'14)**

**Business Type: E-Commerce, BPO, Call Center.**

Designation: Customer Service Representative.

Key Roles: Receiving calls, updating client account, open new accounts, updating promotions and offers, Informing on renewals, providing solutions to issues, placing product orders using multiple portals, explaining products and services, maintaining call quality, Escalation and complaint management, keeping customers calm, team work, sales management, revenue generation, email reports, handling all possible complaints, customer support assistance, good communication, sales force development.

**Reason for Change: Better Opportunity.**

### LANGUAGES

- English.
- Hindi.
- Bengali.
- Urdu.
- Assamese.

### COMPUTER SKILLS

- MS Word.
- MS Excel.
- Power Point Presentation.
- Typing Speed 35 WPM.
- Windows, Ubuntu & MAC Friendly.

### PROFESSIONAL REFERENCES

Available on request.

### HOBBIES

- Cricket.
- Badminton.

**PLACE: BANGALORE, INDIA**

*Aminul H Laskar*

**AMINUL HASSAN LASKAR**