

MD. SHARIF HOSSAIN

Partner Support Agent

🏠 Bashundhara R/A, Dhaka – 1229

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in <https://www.linkedin.com/in/sharif344/>

WORK EXPERIENCES

Partner Support Agent

September 2022 - Present

Daraz, Banani, Dhaka – 1213

- Find out seller's inquiry and sort it out.
- Provide mandatory information to sellers like campaign-related information, account information, promo tools, and order processing & escalated some cases of FCR and NFCR for different complaints of the sellers.
- Actively listened to the sellers, handled concerns quickly, and escalated major issues to the supervisor.

Executive - Sales & Marketing

April 2022 – August 2022

Meghna Star Cables & Electrical Appliances Ltd., Gulshan - 1, Dhaka

- Managed the sales & distribution of electrical items like Cables, Busbars, and Electrical Appliances.
- Increased the sales revenue of the existing distribution channel network and set up a new distribution network.
- Collected orders from outlets/distributors/institutes daily.

International Call Executive Agent

January 2022 – March 2022

Universal It, Nikunja-2, Dhaka

Made outbound calls to customers for

- telemarketing
- appointment fixing
- problem-solving

Besides, to develop new skills and enhance existing ones such as communication skills and multi-tasking.

Industrial Trainee

October 2021 – December 2022

Bangladesh Power Development Board (BPDB)

Ghorashal Power Station, Palash, Narsingdi

- Collaborated worked with a team of nine engineering interns and other executive engineers.
- Observed power plant's working process in simple cycle and combined cycle & the equipment of turbine, compressor, condenser, gas booster, generator, cooling system, etc.
- Participated in megger test, transformer oil moisture and furnace test, water quality control, pressure gauge calibration, etc.

Academic Credentials

Bachelor of Science (B. Sc.)

2018 – 2022

American International University – Bangladesh (AIUB)

- Graduated in Electrical & Electronic Engineering.
- Acquired CGPA of 3.39 out of 4.00.

Higher Secondary Certificate (HSC)

2016 – 2017

Dhaka Imperial College (DIC)

- Graduated in Science.
- Acquired GPA of 4.75 out of 5

A self-motivated and resourceful B.Sc. graduated in Electrical Engineering intend to learn and build a career through hard work, perseverance, dedication, and quick learning capability where I can perform my tasks efficiently by making the best use of my analytical, creative, and logical skills. Coming with clear communication, teamwork abilities, and enthusiasm.

Skills

- Simulating
- Troubleshooting
- Technical Support
- Project Management
- Research & Analysis
- Business Negotiations
- Organized
- Communication
- Persuasion
- Time Management

Softwares

- MATLAB
- NI Multisim
- Proteus
- RETScreen
- COMSOL
- MS Suite
- XCALLY

References

- **Ferdausi Islam Juthi**
Team Lead, Seller Operations – Voice Outbound & Inbound Daraz
Phone: +8801958388863
Relation: Professional
- **Ashis Sarkar**
Manager (Corporate Sales), Sales & Marketing Meghna Star Cables & Electrical Appliances Ltd.
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Relation: Professional