



Md. Abu Taher

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Objective

To achieve successful corporate leadership through devotion, commitment and hard work with an opportunity to work with people in an environment of excellence.

Work experience

Genex Infosys Ltd.
Senior Executive

Mar 2022 — Present

Real Time Management (RTM), Operation, GP Process

Responsibility:

- Monitoring customer contact volumes and comparing them to expected plans.
- Tracking agent attendance and time management compared to planned schedule
- Adjusting agent activities to optimize response times and load balance between teammates.
- Root causing breakages in response time and service level targets
- Monitors agents performance against work schedules and real-time productivity through applications.
- Processes schedule change tickets and requests to the published schedule.
- Processes all changes to published schedules to meet operational business targets.
- Create and maintain real-time, historical and custom reports and analyze trends in a timely manner to improve the efficiency and effectiveness of the process.
- Act in a collaborative capacity to resolves problems/ issues quickly and effectively across all LOB's.
- Monitor contact center performance and make real-time staffing adjustments to ensure that service goals are met.
- Maintains constant communication across departments/ sites to acquire and communicate details that influence call volume delivery, AHT or adherence against schedules.
- Monitor multi-site real-time adherence and communicate with sites when agents are out of adherence.
- Analyze current days queue performance, compare with staffing plan and previous day's historical to develop a course of action to ensure service level goals are met.
- Work closely with other team members (internally and externally) to effectively coordinate activities of resources based on volumes and staffing across multiple sites.
- Set skill priorities and adjust as needed.
- Monitor & maintain targeted SLA, ACR & AHT performance.
- Prepare Hourly/ Daily SLA, ACR, AHT & RCA report.
- Design agent based campaigns & RVCs.
- Mapping strategy for designed campaigns.
- Assist in forecasting & scheduling based on historical data.
- Troubleshoot system issues or escalate them to related stakeholders.
- Track operational activities & maintain operational hygiene.
- Resource/ Asset management.

Grameenphone
Product Support Executive

Apr 2019 — Dec 2019

Internet Business, Product, Marketing

Responsibility:

- User acceptance testing (UAT) for product changes and campaigns.
- Test and quality control related troubleshooting by aligning respective stakeholder.
- Provide support for assigned daily operational activities and projects for different products.
- Support the manager for testing and operating of system and portal.
- Monitor digital media for improvements maintain database of industry campaign.

Grameenphone

Jan 2017 — Dec 2017

Senior Trainee (Special Assignment)

Customer System Management, Customer Service

Responsibility:

- Ensuring proper management of resources (Work station, system tools & necessary access) to manage smooth operation
- Maintain strong follow up for on time resource replacement and taking end user feedback
- To ensure level 1 support, provide solution over the phone and visited operational floor on regular basis
- Trigger incident details to concern stake holders timely
- To keep smooth operation, visit stake holders operation on regular basis
- Ensure all customer service agents necessary access of all necessary system tools.

Grameenphone

Mar 2015 — Dec 2016

Trainee

Inbound Contact Center, Customer Service

Responsibility:

- Capture customer's complaint
- Providing one-stop customer service over phone to ensure positive customer experience
- Proactively informing customers regarding products and services
- Sell through inbound and outbound contacts
- Capture customer insights and escalating critical issues
- Maintaining targeted KPI on a regular basis
- Enhancing Grameenphones's brand image through serving customers complaint
- Operating various computer applications.

Project & Achievement

Telenor CRM 360 Degree Transformation

Responsibility:

- Gathering requirements for CRM functional requirement for customer service
- Responsible to review the BRS & SRS documents
- Perform UAT, FUT, Sanity to ensure error free CRM system
- Support technology during customer migration
- Provide training to related stake holders regarding CRM functionality.

Education

Masters in Business Administration (MBA) American International University-Bangladesh Major: Human Resource Management (HRM) Result: 3.21 out of 4.00	2015 — 2017
Bachelor in Business Administration (BBA) American International University-Bangladesh Major: Human Resource Management (HRM) Result: 3.23 out of 4.00	2011 — 2014
Higher Secondary Certificate (HSC) Dhaka Commerce College Major: Business Studies Result: 4.00 out of 5.00	2008 — 2010
Secondary School Certificate (SSC) Dhanmondi Govt. Boys' High School Major: Business Studies Result: 4.38 out of 5.00	2006 — 2008

Interests

Travelling, Photography, Watching Movies, Learning New Things

References

Tareq- Ul- Islam

Deputy Director & Head of Internet Business

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