

KAZI MAHZABIN

1282 East Shewrapara, Mirpur,
Dhaka-1216, Bangladesh
Mobile no: +8801670606644
Email: kmh.raisa@gmail.com



Career Objective

I am looking for a new opportunity where I can utilize my potentials, creativity and explore new things every day. I want to work with the people and organization where I will get a chance to improve my skills and knowledge and also can grow along with the organizational objective.

Work Experience

I am working with Pathao Limited from 7 August 2017. I have joined as a Phone Support Officer in the Department of Customer Experience. Currently I am working here as an Executive of Quality Assurance. My experiences in here are:

- Answering phone calls of Riders and Customers
- Solving In-app complains of Riders and Users
- Replying inbox messages of Facebook page and replying official e-mails
- Evaluating and Ensuring the service quality of all the written communication channels
- Working in different projects of Customer Experience

Internship

I have worked as an intern in Ceylon Biscuit Limited (CBL Munchee Bangladesh) which is a Sri Lankan multinational food and beverage company from 1 January 2017 to 30 March 2017. I have worked with the Branding Department. My experiences in there were:

- monitoring different activation programs (done by third parties)
- drafting ideas for new events and activation programs
- researching and market analyzing for new product launch
- preparing reports and presentation for brand department

Academic Records

- **Bachelor of Business Administration (BBA)**
American International University- Bangladesh (AIUB)
Major in Marketing
CGPA 3.90 out of 4.00 scales
Spring 2014- Fall 2016

- **Higher School Certificate (HSC)**
SOS Hermann Gmeiner College
Group: Science
Board: Dhaka
GPA 4.50 out of 5.00 scales
Completion year: 2013
- **Secondary School Certificate (SSC)**
SOS Hermann Gmeiner College
Group: Science
Board: Dhaka
GPA 5.00 out of 5.00 scales
Completion year: 2011

Academic Activities

Competitions

- My team had become the champion of “AIUB Marketing Mastermind 2016” on 8 December, 2016. Total 60 teams had participated in the competition from various departments.
- I had participated in “The Daily Star Strategy Master Business Case Challenge 2016” on 12 April, 2016.

Skills

Computer: Microsoft Office, Microsoft PowerPoint, Microsoft Excel and SPSS.

Language Fluency: Bengali and English.

References

- Mr. Stanley Rodrick
Assistant Professor, Department of Marketing
Faculty of Business Administration
American International University-Bangladesh
Mobile no: +8801673156395
E-mail: stanley@aiub.edu
- Mr. Kazi Rafiqul Hassan
Deputy General Manager
Forex Reserve & Treasury
Management Department
Bangladesh Bank (Head Office)
E-mail: kazi.hassan@bb.org.bd

Personal Information

Father's Name : Kazi Ruhul Hassan
Occupation : Banker (Bangladesh Krishi Bank)
Mother's Name : Mafruza Khanam
Occupation : Teacher
Date of Birth : 28 May, 1996
National ID : 1011935655