



# Mohammad Sinatul Islam

## Customer Service Executive

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🇧🇩 Bangladesh 🏠 EF0333843 🌐 Single 👤 Male 💻 <https://www.linkedin.com/in/md-islam-832305209>

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### Professional Experience

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| <b>Customer Service Executive</b><br><b>Health hub by Al-Futtaim</b><br>developed customer relationships through multi-channel engagement, boosting client retention. The program's rewards and recognition were planned and delivered effectively increasing customer loyalty. maintained client safety by adhering to security, confidentiality, and privacy policies across all tasks. drove continuous improvement using Salesforce to track customer communication, action items, and revenue potential. Resolved customer concerns with 100% of client satisfaction, using CRM and operational systems to research and provide solutions | 06/2021 – 11/2022<br>Dubai,<br>United Arab Emirates |
| <b>Customer Service Executive</b><br><b>Dubai Parks &amp; Resort</b><br>maintaining empathy and professionalism Always maintain a positive attitude toward customers. Respond promptly to customer inquiries. processing orders, forms, applications, and requests. keeping records of customer interactions, transactions, comments, and complaints. communicating and coordinating with colleagues as necessary.   | 11/2020 – 04/2021<br>Dubai,<br>United Arab Emirates |
| <b>Call Centre Executive</b><br><b>Delta Healthcare</b><br>logged call details and customer information in secure systems, improving data collection measures. handled high call volumes with accuracy and efficiency for optimum productivity. processed complaints professionally, seeking effective, timely solutions for continued customer satisfaction. increased client retention by building instant rapport and establishing customer trust.  | 02/2019 – 09/2020<br>DHAKA, Bangladesh              |

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### Education

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| <b>Bachelor of Science/ IT/ 3rd semester</b><br><b>Britts imperial university college</b><br>data science, big data engineering, and data analytics.Artificial intelligence, search engine optimization (SEO), and software development Cyber Security, Web Development | 10/2020 – present<br>Dubai,<br>United Arab Emirates |
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## Skills


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- Problem Solving
- Multi Tasking
- Lead Qualification
- Customer Need Analysis
- Good Communication
- Quick Learner
- Computer proficiency.
- Collaboration talent.

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## Certificates

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- Certified Tour Guide by Qatar Host 
- Certified Fitness Instructor by power Gold Gym
- Certified CRM

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## Awards

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### Extra Mile Award

06/03/2022

### Nest Academy Of Management Education

influence team performance through team processes and team dynamics. They help to proactively balance the workload, make suggestions, and back up team members. This way, the team becomes a functional, healthy entity.

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## Languages

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- English
- Bengali
- Hindi
- Arabic
- Urdu

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## Interests

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- Gym
- Adventure
- Tour

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## Organizations

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### Bidyanondo Charity Foundation

03/2017 – present

### Volunteer Executive

DHAKA, Bangladesh

Provide support to underprivileged sections of society especially extremely poor, homeless and orphan children through quality education, nourishment, & shelter to make them resources for the nation.

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## Declaration

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I hereby declare that the details and information given above are complete and true to the best of my knowledge.

Signature: Mohammad Sinatul Islam