RIFAT ALAM

CUSTOMER SERVICE & OPERATIONS



856 Ibrahimpur, Kafrul Cantonment, Mirpur, Dhaka-1216 | 01881505295 | rifatalom66@gmail.com

PROFESSIONAL SUMMARY

Dedicated and performance-driven customer service and call center professional with over 5 years of experience in operations, client relations, and team support within reputable organizations. Proven track record in managing call center operations, client inquiries, and administrative workflows with a positive attitude and strong interpersonal skills.

KEY SKILLS & COMPETENCIES

Customer Service

- Customer Service Operations
- Call Center Management
- Client Relations
- Team Supervision
- Coaching & Training

Operations & Billing Support

- Billing Processes
- Escalation Management
- Quality Assurance
- Microsoft Excel

PROFESSIONAL EXPERIENCE

Representative Operation & Call Centre | Ascent Health LTD

12th Jan 2025 – 17th Jun 2026

Baridhara J Block, Dhaka

- Managed operations & call center, handling client inquiries and resolving service issues efficiently.
- Maintained high standards of customer satisfaction and professional communication standards.
- Provided clear explanations of billing processes and collected detailed information to streamline billing inquiries.

Executive (Customer Service) | BProperty

4th Sep 2022 – 5th Sep 2024

Dhanmondi, Dhaka-1205

- Managed customer service interactions, resolving property inquiries and guiding clients through operational workflows to enhance client understanding.
- Coordinated with internal sales and operations teams to reduce client response times, improving overall service delivery.

Call Centre Agent (Part-Time & Full-Time) | Labaid

18th Sep 2020 – 31st Aug 2022

Dhanmondi, Dhaka-1205

- Delivered front-line support through inbound/outbound calls, aiding patients and clients in scheduling appointments and providing essential information.
- Managed high-volume call traffic in a fast-paced healthcare environment, ensuring accurate and timely assistance for all inquiries.

EDUCATION

Bachelor's Degree in Business Administration (Major in Marketing)
Daffodil Institute of IT (DIIT) | Subject: Business Administration — Passing Year: 2019 | CGPA: 2.59/4.00

Higher Secondary Certificate (HSC)
Sheik Borhanuddin College | Subject: Business Studies — Passing Year: 2014 | CGPA: 4.10/5.00

Secondary School Certificate (SSC)
Baghapur High School | Subject: Business Studies — Passing Year: 2012 | CGPA: 4.06/5.00

EXTRACURRICULAR ACTIVITIES

- **Organizer, Camp for Life:** Coordinated logistical operations and event planning.
- **Organizer, DIIT Skill Development Fest:** Managed participant execution and site management.
- **Active Participant:** Engaged in campus events including Falgoon festivals, Iftar Mahfils, picnics, and blood donation campaigns.

REFERENCES

Nafissa Nazneen Haque
Deputy Manager, Operations
Ascent Health LTD
Phone: 01750932697
Email: nafisa_haque@ascent-health.com

Shantanu Saha
Manager, Call Centre
Labaid Group
Phone: 01766661697
Email: -shantanu@labaidgroup.com