



# MD BELAYET HOSSEN

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## CAREER SUMMARY:

Client Experience and Customer Support professional with 2+ years of experience in high-volume e-commerce and digital service environments. Specialized in customer onboarding, query resolution, order management, CRM handling, upselling, retention support, and omnichannel communication (phone, chat, social media). Proven record of improving customer satisfaction, managing complex order flows, and supporting revenue growth in fast-paced tech and BPO organizations. Seeking Client Experience / Customer Success roles in technology-driven companies.

## WORK EXPERIENCE

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### Senior Customer Experience Executive (Feb 2023 – Aug 2025)

#### BDSHOP.COM | Dhaka, Bangladesh

##### Customer Experience & Call Center Operations

- Managed high-volume inbound and outbound calls, chats, and social media inquiries, ensuring first-contact resolution and high customer satisfaction.
- Handled customer inquiries, complaints, and order confirmations while maintaining service quality and professional communication standards.
- Delivered consistent service in compliance with SLA and internal quality guidelines.

##### Telemarketing & Revenue Support

- Performed upselling and cross-selling to increase average order value and drive repeat purchases.

##### E-commerce & Order Management

- Processed orders, returns, cancellations, and refunds; coordinated shipments and resolved delivery/payment issues.
- Prepared monthly sales and performance reports using Excel and Google Sheets.

##### Product Content & Catalog Management

- Created SEO-optimized product descriptions and maintained accurate listings, pricing, and stock levels.

##### Omnichannel Customer Communication

- Delivered support via phone, Facebook, Instagram, Meta Inbox, and WhatsApp Business, ensuring fast response and follow-ups.

##### Cross-Functional Collaboration

- Collaborated with operations, logistics, and marketing teams to improve workflows, reduce order issues, and enhance overall customer experience.

### Freelance Web Designer (June 2021 - Dec 2022)

#### Fiverr & Upwork | Dhaka, Bangladesh

- Designed and developed 20+ responsive websites using HTML, CSS, Elementor, and WordPress
- Improved site performance and SEO basics.

## EDUCATION

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- **Master of Social Science (MSS) – Political Science**  
Jagannath University, Dhaka | 2024 | CGPA: 3.61
- **Bachelor of Social Science (BSS) – Political Science**  
Jagannath University, Dhaka | 2023 | CGPA: 3.44
- **Higher Secondary Certificate (HSC)** – GPA 5.00 | Rangpur Govt. College | 2019
- **Secondary School Certificate (SSC)** – GPA 5.00 | Madhyashila ML High School | 2017

## CERTIFICATIONS

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- MBA Diploma – Academy Europe Open University (2025)
- Customer Experience for Business Success – HP LIFE (2024)
- User Interface & Experience Guided Program – Ostad (2024)
- Google User Experience Design Professional Certificate – Coursera (2023)
- SEO Content Writing – Ghoori Learning (2022)
- WordPress Web Design & Development – SoroBindu (2020)
- MS Office Application Certificate (6Months)-Bangladesh Technical Board (2017)

## ACHIEVEMENTS

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- Bronze Medal – National Math Olympiad (Dutch-Bangla Bank Limited, 2019)

## SKILLS

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**Core Skills:** • Customer Experience Management • Client Relationship Management (CRM) • Customer Relationship Officer (CRO) • International Customer Support • Customer Success Operation (CSO) • Inbound & Outbound Call Handling • Email & Live Chat Support • Complaint Handling & Escalation Management • After-Sales Support & Retention • Order Processing & Order Management • Upselling & Cross-selling

**Technical Skills:** • CRM Software (Salesforce, Zendesk) • Meta Business Suite (Facebook & Instagram Customer Support) • MS Excel, MS Word (Reporting, Tracking, Data Entry) • Google Sheets & Google Docs (Tracking Data) • Ecommerce Website Backend Management • HTML, CSS and WordPress Web Design

**Soft Skills:** • Professional English Communication • International Business Communication • Verbal & Written Communication • Active Listening & Empathy • Stakeholder Communication • Time Management & Multitasking • Performance & Productivity Management • Problem Solving & Analytical Thinking • Team Collaboration & Adaptability