

# MOHAMMED SAIFUR RAHMAN

## CALL CENTER AGENT | SUPERVISOR



### ABOUT ME

I am a results-driven professional with proven experience in customer service and team supervision. Skilled in call center operations, problem-solving, and staff management, I am confident in my ability to enhance customer satisfaction, drive operational efficiency, and contribute meaningfully to your team's success.

### Contact

 +974 33174996

 saifurraza@yahoo.com

 15, Al doha al jadeeda,  
Doha, Qatar.

### Skills

- Communication
- Problem-Solving & Decision-Making
- Adaptability & Flexibility
- customer Support
- Marketing
- Customer Support
- Customer Retention

### Language

- English
- Hindi
- Bengali

### EDUCATION

(2003-2009)

**DAKSHINBHAG N.C.M HIGH SCHOOL**

SSC - 3.89 Out of 5.00

(2010-2011)

**TAIBUNESSA KHANAM ACADEMY COLLEGE**

Humanities, Result 2013 **GPA 3.92 Out 5.00**

### EXPERIENCE

(2021 - 2025)

**CALL CENTER AGENT**

**Spectrum Solutions - Doha Qatar**

- Customer service excellence.
- Communication and active listening.
- Problem-solving and critical thinking.
- Sales and cross-selling techniques.
- Customer retention and loyalty strategies.
- Answer incoming calls from customers in a professional manner.
- Provide customers with general information about products and services.
- Gather customer information to determine their needs and provide solutions.
- Assist customers with troubleshooting and problem solving.
- Provide customers with follow-up information and assistance.
- Keep up to date with product knowledge, service updates, and company policies.
- Demonstrate technical proficiency and effective use of customer service software tools (SSS, CRM)
- Consistently maintain a high standard of professionalism and customer care

(2018 - 2021)

**SUPERVISOR**

**G-Max Hypermarket**

- Supervised daily operations of the electronics and grocery departments.
- Managed staff scheduling, task delegation, and performance monitoring.
- Handled cash operations, including billing, cash reconciliation, and end-of-day reports.
- Ensured product availability, merchandising standards, and inventory control.
- Provided customer support and resolved complaints efficiently.
- Maintained compliance with company policies and safety standards.
- Keeping records of expenditure, sales figures, and employee performance.
- Evaluating the supply and availability of stocks, and profit-margins coordinate with procurement Department.
- Implementing measures to avoid stock damages, theft, and wastage.
- Investigating market trends and offering products that would appeal to customers.