



HIMIKA HOSSAIN

Professional specialized in **Communication** with extensive experience in **Customer Management, Operations Management, Communication** and **Client Management** in both Voice and Backend service for Local and International Call Center and **Marketing management** of Software, IoT and Automation and **Co-ordination** between Chamber of Commerce President and the Chamber personnel.

PERSONAL INFORMATION

Professional with extensive experience in both Inbound and Non-Voice Customer, Client and Communication management along with exceptional collaborative and interpersonal skills, software marketing, office administration, corporate event management, travel management etc.

The Skills and experiences that I have been achieving through working in Customer Service/ BPO industry and in Software/ IT Industry in both Local and International Market, keep me ahead of the line for the offered job position.

WORK EXPERIENCE

Bangladesh-Malaysia Chamber of Commerce and Industry (BMCCI) **February 2020 – Present**

Sr. Coordination Officer

- o Maintaining schedules, meetings, guest list, travel and food arrangements etc. for Chamber President and directors
- o Creating and publishing Contents for projects, products and Social Media pages
- o Communicating with Board of Directors, High Commission personnel, President's contacts
- o Arranging and representing in events like seminars, workshops, fairs, webinars etc.
- o Establish and maintaining communication with member, stakeholders, High Commissions, Government offices, ministries etc.

ATOM AP Limited **January 2019 – February 2020**

Office Secretary & Marketing Executive

- o Maintaining schedules, meetings, guests, travel arrangements etc. for Management
- o Creating and publishing Contents for projects, products and Social Media pages
- o Communicating and conducting meetings with clients, customers and vendors etc
- o Prospect vendor and client hunting, meeting, managing
- o Presenting products and projects to the customers, clients and fairs
- o Arranging and representing in events like seminars, workshops, fairs

Genex Infosys Ltd. **October 2016–January 2019**

Senior Executive – Team Manager

- o Maintaining communication within Team, Management and Clients with the reports, performances and information
- o Supervising Team Leaders and Team Members and their Performances
- o Establishing appropriate service and staffing levels, coordinating with teams through Team Leads, monitoring and evaluating
- o Assigning personnel, work methods and procedures, meeting with key staff to identify and resolve problems

Grameenphone Ltd. **February 2014 –October 2016**

Senior Apprentice

- o Maintaining communication within the team and Team Leader as Team Captain
- o Assisting supervisor in attrition management
- o Assisting customers through Inbound calls in both Bangla and English Language
- o Providing information, escalating to the next tier for resolving the issues

EDUCATION

Bachelors of Business Administration (Ongoing) **2020 - 2023**
Royal University of Dhaka

Bachelor of Science (Dropped) **2012 -2014**
University of Liberal Arts Bangladesh

Higher Secondary School Certificate (H.S.C.) **2009 - 2011**
Viqarunnisa Noon College

Secondary School Certificate (S.S.C.) **2008 - 2009**
Viqarunnisa Noon School



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SKILLS

Client Management Marketing
Travel Management Leadership
Customer Service Communication
Team Management

SOFTWARES

Microsoft Word
Microsoft Excel
Microsoft PowerPoint
Zoom

EXTRA CURRICULAR

JCI



REFERENCES

Jamilur Rahman
Managing Director
Extol (Bangladesh) Ltd.
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Hasanur Rahman Chowdhury
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Commerce and Industry (BMCCI)**
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