

Atif Islam

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📍 Lalgola,vill-mullickpur,dist-murshidabad,west bengal

📅 07/12/1999

🇮🇳 Indian

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🎓 EDUCATION

Bachelor of Business Administration (BBA)

Murshidabad College of Engineering & Technology

2018 – 2021

Higher Secondary

KVM Inter College

2015 – 2017

Secondary Education

Orange Lake

2015

🧠 SKILLS

- Communication
- Problem solving
- Time Management
- Recruitment
- Decision-making
- Organizational
- Analytics
- Strategy
- Empathy
- Social Media Marketing and Advertising
- Microsoft Office tools, PowerPoint, Outlook, Access

👜 PROFESSIONAL EXPERIENCE

Tech Mahindra

Customer Support

07/2022 – 11/2022

As a customer support representative, I was responsible for providing comprehensive assistance to customers who had purchased our products. This entailed handling incoming calls to address their product-related concerns and issues, offering troubleshooting guidance to resolve problems. Additionally, I managed the booking of installation appointments, ensuring a seamless setup process. I also furnished valuable information regarding the location and contact details of our service center. To further enhance customer satisfaction, I proactively initiated follow-up calls to remind customers of upcoming service appointments and sought feedback for continuous improvement. My role was instrumental in fostering positive customer experiences and strengthening brand loyalty.

Shanvi Eye Hospital

Multi Tasking Staff

07/2021 – 01/2022

As a multitasking staff member, I oversaw the hospital's social media, email responses, patient appointments, and check-up reminders. I also managed job postings, crafted hospital ads, and screened job applicants. My diverse roles facilitated effective communication, patient care, and talent recruitment, enhancing the hospital's overall success and professionalism.

Nelson Constructiion

Invetory Manager

01/2021 – 06/2021

As an inventory manager, I ensured the availability of building materials, monitored consumption rates, negotiated with suppliers for cost-effective purchases, and maintained inventory records. Collaboration with project managers ensured sufficient supplies for each project, resulting in cost savings and on-time project completion, ultimately enhancing customer satisfaction.

LeadsArk

Affiliate Marketer

07/2020 – 12/2020

As an online affiliate marketer, I utilized social media algorithms to promote products and services. I created and shared ads on different platforms to attract potential customers and generate leads. My focus was on selling courses, achieved through targeted audience engagement and data-driven advertising, contributing to the success and growth of the affiliate marketing business.



DECLARATION

I hereby declare that all the facts provided by me are correct up to the best of my knowledge.

Atif Islam



PROJECTS

Academic

Telecom Industries

11/2020 – 01/2021

Academic

Automobile Industries

11/2019 – 01/2020

Academic

Public Distribution System(PDS)

09/2018 – 11/2018



LANGUAGES

English

Hindi

Bengali