



# SK. Jinat Sultana

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## Career Objectives

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To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development and helps me achieve personal as well as organizational goals.

## KEY RESPONSIBILITIES OF CURRENT ROLE

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- Monitor employee performance and determine training needs.
- Planning the training and standardization of service delivery.
- Train employees in the new/changed SOPs and document individual folders.
- Conduct evaluations to identify areas of improvement.
- Investigate customer complaints and non-conformance issues.
- Document internal audits and other quality assurance activities
- Analyze data to identify areas for improvement in the quality system.
- Prepare reports to communicate outcomes of quality activities.
- Evaluate audit findings and implement appropriate corrective actions.
- Maintain online communications (social media & Email inquiries)
- Conducting quality assurance surveys with customers and communicating customer needs to stakeholders.

## Work Experience

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Grameen Digital Health	2022 — Present
Call Center Associate, Customer Experience, Commercial	
Digital Healthcare Solutions (Former Telenor Health)	2019 — 2022
Call Center Associate, Customer Experience, Commercial	
ABC Distributions LTD.	2018 — 2019
Assistant manager of Operations & Admin	
Digicon Technologies LTD.	2017 — 2018
Customer Service Specialist (Grameenphone process), Customer Experience	
Grameenphone LTD.	2014 — 2016
Senior Trainee, Inbound Contact Center, Customer Service	

## Education

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Master of Business Administration (MBA)	2015 — 2016
Affiliated college of Dhaka University (EDEN College)	
Management	
Bachelor of Business Administration (BBA)	2010 — 2015
National University (EDEN College)	
Management	
Higher Secondary Certificate	2007 — 2009
Dhaka Imperial College	
Business Studies	
Secondary School Certificate	2005 — 2007
Agrani School and College	
Business Studies	

## Additional Skills

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- Computer Skill: Microsoft Office (Word, PowerPoint & Excel), Google doc/excel, CRM, Zendesk, Proficient in Adobe Photoshop, & learns new software quickly.
- Language Skill: English, Bangla

## Operational Achievements

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- Assigned as "Mentor" under mentorship program to groom newly joined employees
- Assigned as "Team Captain" to monitor and uphold team's KPIs
- Got the opportunity to supervise floor activity on behalf of zone leaders

## Personal Characteristics and Behaviors

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- Excellent oral and written communication skill
- Strong knowledge and understanding of overall products and business processes
- Negotiation and analytical skill
- Strong stakeholder management skill
- Ability to lead large forum
- Eager to learn newer technologies.
- Ability to work independently and under pressure.
- Chose to take challenge in working area/field.
- Leadership and organizational abilities.

## References

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**Md. Safwanul Haque**

Deputy Manager, Technical

BMW Executive Motors Limited, Service Center

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Assistant Manager Customer Experience

Grameen Digital Health

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## Declaration

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I hereby consciously ascertain that all the particulars mentioned above are true. I will be liable for any misinformation mentioned herewith.

Signature:

