

G M Kibria

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Objectives :

Dedicated and experienced professional skilled in resolving product inquiries, managing orders and handling escalations to ensure exceptional customer satisfaction. I'm likewise well informed and acquainted with a scope of instruments and Google Suite, Microsoft Office, Slack, MyAlice, LiveChat, Mailchimp, Jira, SuiteCRM and ZohoCRM frameworks.

Employment History

1. Head of Customer Support (VIP & Operation)



- at **12Bang & Chomok71**

- January 2024 to Present (2 Years & 5 Months running)

- ❖ Team Lead and Training support of Customer Support Agents and Admin Operators.
 - ❖ Supervise VIP strategy, segmentation, direct communication for high-value players when needed.
 - ❖ Assisted Operators for customer's queries related to iGaming services, including acct opening, Deposit and Withdrawal Process.
 - ❖ Implement QA standards, review interactions and ensure consistent adherence to brand tone.
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- ❖ Deposit-Withdrawal processing, Checking betting history, balance, and transactions of game statement.
 - ❖ Handling and releasing with 100% accuracy, fastness from Admin Operation panel/site.
 - ❖ Testing daily the mechanics of various betting types of sports games, operation of casino games and slot games.
 - ❖ Testing the bonus systems, wagering, turnover and winover are properly working.
 - ❖ Design Website Banner when new promotion release, update the promotion on backend and frontend also.
 - ❖ Skilled in using CRM software to track manage workflows efficiently.

Language Support : Hindi, English & Bengali

Technical Skills : Leadership, LiveChat, Email, Admin Operations, Payment Checking, Yeaster (for Calling support), SuitCRM, ZohoCRM

Project of Chomok71 : I have completed a project of 12Bang as paid by contractual on project base. Design Visual Interface and Develop front end wireframe with bootstrap, React.js and HTML/CSS. Payment agent API integrations and setup the payment systems, Provider's game API integrations with Website of SLOT, CASINO and Sports betting games.

2. Customer Support Specialist (Remote)



- at **Juyalive**

- October 2023 to December 2023 (3 Months)

- ❖ Provided prompt customer support for queries related to iGaming services, including account issues, game rules, and deposit/withdrawal processes through multiple communication channels (live chat, whatsapp, facebook).
- ❖ Payment processing, Handling and releasing with 100% loyalty, fastness and dedication.
- ❖ Solving CS and TS agent's queries (user account creation, app's bug fixing, etc)
- ❖ Contributed to achieving customer satisfaction KPIs such as CSAT and response time, consistently maintaining a player-centric approach.
- ❖ Addressed and resolved player complaints regarding betting outcomes, promotions, and bonuses, ensuring adherence to company policies.

Language Support : Bengali & English

Technical Skills : Payment Trx. processing, MyAlice (chat), Whatsapp (Chat), Email

3. Chat Support Agent (Remote)



- at **12Bang**

- June 2023 to September 2023 (4 Months)

- ❖ Handling customer complaints and Updating customer database.
- ❖ Collecting and analyzing customer feedback.
- ❖ Respond to customer inquiries within 10 seconds.

Language Support : Bengali & English

Technical Skills : MyAlice (chat), Whatsapp (Chat), Email, JiraCRM

Special Skills on iGaming Provider

SPORTS	9WICKETS	DREAM EXCHANGE	SABA SPORTS		
LIVE CASINO	PragmaticPlay	Evolution	Playtech	Iconic21	
SLOTS	PragmaticPlay	PGSoft	Jili	FastSpin	FACHAI

4. Graphic Designer (On Site)



- at **Texeurop (BD) Ltd**

- October 2020 to June 2023 (2 Years 9 Months)

- ❖ Branding identity design for different buyers.
- ❖ Design printing materials and prepare cost sheets.
- ❖ Design the web elements and modify UI/UX for ERP Softwares.
- ❖ Design printing items for screen print on fabrics.
- ❖ Liaising between the Merchandising and Printing teams to meet the approval, quality and quantity check.

Technical Skills : MS-Word, Excel, PowerPoint, Photoshop, Illustrator, Figma, CLO 3D

Management Skills : Team Player, Leadership, Responsibility & Honesty.

Education Qualification

EXAMINATION	INSTITUTE	BOARD	RESULT	PASS. YEAR
B.Sc in Computer Science & Engineering	Pundra University of Science and Technology	PUST, Bogura	CGPA 3.00 out of 4.00	2021
Diploma In Computer Engineering	Islami Bank Institute of Technology, Bogura	BTEB	CGPA 2.97 out of 4.00	2017

Certification

- ❖ Short Course on **iGaming Customer Support Essentials**
Institute : Casino Guru Academy
Certificate Issued Date : 28th August, 2025
- ❖ 4 months duration professional course in training Program on **Web Design & Development** (HTML & CSS, PHP, MySQL, jQuery)
Institute : CSL Training Center, Bogura
Certificate Issued Date : 18th November, 2016
- ❖ 6 months duration professional Diploma course in training Program on **Diploma in Computer Science & ICT** (MS Office, Networking, Hardware Engineering, Graphics Design, Adobe Photoshop and Illustrator, Quark Xpress and Others)
Institute : Digital Information & Communications Technology (DICT), Bogra
Certificate Issued Date : 21st July, 2016

Language Skills

	Writing	Speaking	Listening
➤ Bangle (Native)	✓	✓	✓
➤ English (Fluent)	✓	✓	✓
➤ Hindi (Fluent)	-	✓	✓

Software and Technical Skills :

- ❖ Microsoft Office, Google Suite.
- ❖ Slack, MyAlice, LiveChat, Jira, Yeaster, SuiteCRM and ZohoCRM
- ❖ HTML/CSS, React.js, SQL, APIs, REST APIs (Postman)
- ❖ Photoshop, Illustrator, Figma, Corel DRAW, CLO 3D
- ❖ After Effects, Adobe Premiere, Pinnacle Studio
- ❖ Type Speed Bengali WPM (33), Type Speed English WPM (52)

My Specialities :

- ❖ Dynamic, sincere, hardworking ability and Faster in under pressure.
- ❖ Ability to team management, working as a member of different teams.
- ❖ Good and Impressive communication skill.
- ❖ Responsibility & Honesty.