

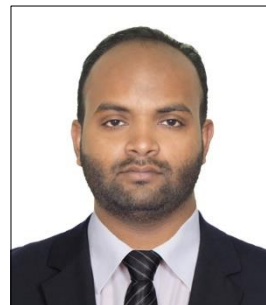
G M Kibria

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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.

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

Employment History :

1. Experience as a **Customer Support Specialist (Remote)**

- at **JeetBangla**

- August 2023 to Present (**2 Years & 5 Months running**)

- ❖ Assisted customers for queries related to iGaming services, including acct opening, Deposit and Withdrawal Process, promoted various bonus via LiveChat and Call (if customer ask for call support).
- ❖ Respond to customer inquiries within 5 seconds of following SOP standard.
- ❖ Deposit-Withdrawal processing, Handling and releasing with 100% accuracy, fastness from Admin Operation panel/site.
- ❖ Skilled in using CRM software to track manage workflows efficiently.
- ❖ Solving CS and TS agent's queries, user's problem solving.
- ❖ Promoted related products and services, contributing to revenue generation while addressing customer's needs.

Language Support : Hindi, English & Bengali

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

2. Experience as a **Chat Support Agent (Remote)**

- at **Banglabet88**

- January 2023 to July 2023 (**7 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).
- ❖ 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 : MyAlice (chat), Whatsapp (Chat), Email, JiraCRM

3. Experience as a **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.

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
- ❖ 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.