

TOMA DEY

CONTACT

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SKILLS

- Customer Service-Oriented
- Communication
- Multitasking
- Teamwork
- MS Office suite
- Conflict resolution
- Punctuality
- Money management
- Sales Target fulfillment
- Customer Interaction
- Attention to Details
- Critical thinking
- Organization Skill

LANGUAGES

Bangla: Native language

English: Advanced C1



Hindi: Intermediate B1



PROFESSIONAL SUMMARY

Implements strategic and tactical marketing campaigns to drive engagement and sales. Bringing solid history of success in boosting program operations efficiency, conversion rates and performance. Well-versed in both online and traditional marketing approaches.

WORK HISTORY

Marketing Executive, 04/2024 to 08/2024

Stanton University - USA (Remote)

- Planned and executed events & marketing programs to increase qualified leads.
- Completed and submitted monthly & yearly reports to support executive decision-making.
- Collaborated with 30 Agencies & Partner managers to market services & opportunities.

Senior Marketing Executive, 12/2020 to 03/2021

Bio-Xin Cosmeceuticals - Sylhet

- Achieved sales targets while ensuring service quality and satisfaction for 1000+ customers.
- Developed and grew business relationships aligned with company strategy.
- Aiming to achieve sales targets Monthly, Quarterly, and Yearly by 15%.

Customer Service Manager, 07/2018 to 05/2020

Grameenphone - Sylhet

- Achieve the sales target and other KPI by 24%
- Create and Maintain Relations with the HVU segment.
- Resolved customer complaints while prioritizing customer satisfaction and loyalty.

Customer Service Assistant, 03/2018 to 07/2018

ABEC(Consultancy Firm) - Sylhet

- Developed strong relationships with customers, establishing trust and loyalty through attentive service.
- Met 1200+ customer call guidelines for service levels, handling time, and productivity.
- Maintained up-to-date knowledge of Admission, Immigration, and Processing changes.

EDUCATION

MBA, Expected in 2026

University Canada West - Vancouver

BBA : Accounting, 2017

Sylhet International University - Sylhet

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October 4, 2024

Dear Hiring Manager

I am interested in the [Job Title] position at [Company Name]. With a strong background in marketing, customer service, and sales, I am confident I can contribute to your team's success by driving engagement and improving performance.

As a Marketing Executive at Stanton University, I planned and executed strategies that boosted engagement and sales. My expertise in both traditional and digital marketing helped increase leads and build strong business relationships. In previous roles, I consistently exceeded sales targets while maintaining excellent customer service.

During my tenure as a Customer Service Manager at Grameenphone, I managed a team responsible for handling over 1,200 customer interactions daily. I prioritized customer satisfaction and loyalty, resolving complex issues efficiently while fostering long-term relationships. My ability to multitask, think critically, and manage teams effectively helped me consistently achieve key performance indicators and exceed sales goals by 24%.

As Customer Service Manager at Grameenphone, I led a team handling 1,200+ daily customer interactions, prioritizing satisfaction and resolving issues efficiently. My multitasking and team management skills helped me exceed sales goals by 24% while fostering long-term customer loyalty.

I'm confident my experience in marketing and customer service, along with my skills, will make a positive impact at [Company Name]. I look forward to contributing to your team's success.

Sincerely,
Toma Dey