TOMA DEY

CONTACT

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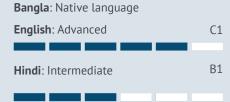
WWW: tomadey.wixsite.com/resume

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



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

TOMA DEY

• Vancouver, British Columbia V5K 2X2 • 6723992372 • Tomadey04@gmail.com

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