

INTRODUCTION

Netvent Dhaka Limited is a Bangladeshi Company to offer quality customer services to medium and small sized businesses to compete in today's digital world. We possess the experience and expertise to help organizations to reach their customers across the globe. Our core objective is to help business owners establishing their online presence without the overbearing challenges posed by technology. We believe in minimizing the effort from the client and maximizing the value of services delivered. Our Roadmap starts with our mission, which is enduring. It declares our purpose as a company & serves as the standard against which we weigh our actions and decisions as the world are changing all around us.

MISSION & VISION

The world is changing all around us. To continue to thrive as a business over the next ten years and beyond, we must look ahead, understand the trends & forces will shape our business in the future and move swiftly to prepare for what's to come. We must get ready for tomorrow today.

Netvent Dhaka Limited's main mission is to empower dynamic organizations to embrace change simply, quickly and cost-effectively, through our innovative services. To attract and attain customers with high-valued products and services and the most satisfying ownership experience around the globe and to provide better solutions to enhance the business of our organization. Also, to provide value-adding services in our markets that help organizations to manage their dynamic business needs effectively. We will be the most valued business partner of all our client & organizations.

Netvent Dhaka Limited at a GLANCE

Name Of Company	Netvent Dhaka Limited
Year Established	22 August 2021
Type Of Business	Private Company
Business Function	Call Center, Customer Service, Graphics & Art
Chairman	Md. Akteruzzaman
Managing Director	Firoz Al Mamoon
Director	Md Saiful Alam Beg
Corporate Office Address	House 148, Road 13/B, Block-E, Banani, Dhaka-1213
Total Employees	20
Company E-mail	netventdhakalimited@gmail.com
Company Phone	+88-02-9886531
Departments	Call Center, Customer Service, Graphics & Art

DEPARTMENTS

Netvent Dhaka Ltd. has various work departments which is essential to perform and acquire its daily objectives.

Call-Center

One of our most important departments of all is our Call- center or Sales team. This department responds to incoming calls from the customers to answer their questions inquiries, provide information.

Work Responsibilities

- Answer courteously inbound Calls
- Respond to customer inquiries.
- Generate customer interest in the services or products offered by the company.
- Provide personalized customer service responding to the needs of the customers.
- Ensure feedback from the customer to further improve customer services.
- Manage and update customer databases with the status of each customer.
- Coordinate with the dispatch team to send products or provide services on time to customers.
- Provide customers with brochures and information packages on products or services.

Graphics & Art

Our Graphics & Art team creates the perfect design according to customer's instructions. Also, they are responsible for delivering designs in various platforms according to customer need.

Work Responsibilities

- Creating the required designs instructed by the customer.
- Suggesting the customer various templates regarding the customer of design would like to create.
- Make sure every aspect of the design is met as it should be.
- Providing the required designs in several formats as required.
- Catering to any and all issues of a design from its placement to the product.
- Providing clients with the best possible experience with their own designs on their selected products.
- Assist customers with designs that need to be created from scratch.
- Follow company policies and guidelines when providing any resolution.
- Provide proof to the customer before the designs go into effect.



CONTACT INFORMATION

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Branch Address:

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