

Company Profile of M/S Mitali International

Introduction

M/S Mitali International is a leading IT/ITES-based Business Process Outsourcing (BPO) company headquartered in Bangladesh. Established with a commitment to delivering exceptional services and innovative solutions, we have emerged as a trusted partner for clients worldwide. With a strong focus on leveraging technology and talent, we aim to exceed client expectations and contribute to their success.

Mission

Our mission at M/S Mitali International is to provide superior services and solutions that empower our clients to achieve their business objectives efficiently and cost-effectively. We are dedicated to delivering excellence through innovation, integrity, and continuous improvement.

Vision

Our vision is to become a global leader in the BPO industry by consistently exceeding client expectations, fostering a culture of excellence, and driving sustainable growth. We aspire to be recognized for our commitment to quality, reliability, and client satisfaction.

Services and Products

At M/S Mitali International, we offer a comprehensive range of IT/ITES-based BPO services tailored to meet the diverse needs of our clients. Our core services include:

Customer Support: Providing multichannel customer support services, including voice, email, chat, and social media support, to enhance customer satisfaction and loyalty.

Data Entry and Processing: Offering accurate and efficient data entry and processing solutions to help clients manage their data effectively and make informed business decisions.

Back Office Support: Delivering reliable back-office support services such as data management, document processing, and administrative tasks to streamline operations and improve productivity.

Content Moderation: Ensuring online safety and community guidelines compliance through content moderation services for social media platforms, forums, and online marketplaces.

IT Support Services: Providing technical support and IT helpdesk services to address software/hardware issues, network troubleshooting, and system maintenance.

Clientele

We have had the privilege of serving a diverse clientele spanning various industries, including e-commerce, telecommunications, healthcare, finance, and technology. Our commitment to delivering quality services and building long-term partnerships has earned us the trust of renowned organizations worldwide.

List of HR

Our team at M/S Mitali International comprises highly skilled professionals with expertise in their respective domains. Some key members of our leadership team include:

Mr. Md. Mahbubur Rahman, (Proprietor & CEO): With over two decades of strategic direction and leadership the organization keeps moving forward.

Mr. Mahide Rahman (Head of Operations & Managing Partner): As the Chief Operating Officer, Mr. Mahide Rahman oversees the day-to-day operations and ensures the delivery of high-quality services to our clients.

Moshfiqur Rahman (Head of Sales & Managing Partner): Mr. Moshfiqur Rahman leads the sales and marketing team. His vision and hard work are our inspiration to grow.

Monjula Rahman (Country Manager): She represents our company abroad and also manages operations in some foreign regions.

Md. Arifur Rahman (Human Resource Department): Md. Arifur Rahman leads our Human Resources department, focusing on talent acquisition, training, and employee engagement initiatives to foster a dynamic and collaborative work environment.

S. M. Sakib (Project Manager): As a project manager Mr. S. M. Sakib manages the ongoing projects, ensures the quality, and releases it to our clients.

Mohammad Omar Sharif (Asst. Human Resource Manager): Mr. Omar Sharif serves our Human Resources department.

At Mitali International, we are committed to excellence, integrity, and client satisfaction. By combining cutting-edge technology with top-tier talent, we strive to be a trusted partner in driving business success for our clients globally.