



TaskBridge BPO is a professional business process outsourcing company delivering reliable, efficient, and result-driven solutions. We specialize in connecting businesses with skilled teams to streamline operations, improve performance, and drive growth.

Taskbridge BPO Company Profile

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Raiyan Mahmud Rafi
Chief Executive Officer



Johirul Islam Dalim
Chief Operating Officer

Company Overview

Welcome to a world-class customer experience hub. We are a premier international BPO and Call Center partner dedicated to bridging the gap between global enterprises and their valued consumers. Operating 24/7/365, we blend state-of-the-art communication tech infrastructure with exceptionally trained human capital.

Vision, Mission & Core Values

Our Vision

To become the world's most trusted partner in omnichannel client interactions, recognized globally for setting benchmarks in operational excellence, security transparency, and digital customer transformation.

Our Mission

To deliver scalable, reliable, and highly cost-effective communication and back-office frameworks. We empower our clients to fully focus on their primary core competencies while we handle their entire front-line and backend operational ecosystem.

Core Values

Taskbridge BPO was founded with a simple goal: to bridge the gap between global businesses and high-quality customer support at an affordable cost. Over time, we expanded our team, enhanced our technical infrastructure, and diversified our services. Today, we proudly serve international clients with trust, transparency, and performance excellence.





Core Principles That Drive Us

Uncompromised Quality: Every interaction undergoes multi-tier QA audits to maintain consistent excellence.

Absolute Data Security: Fully compliant with strict international data regulations including GDPR and ISO standards.

Innovation First: Leveraging conversational AI tools and smart routing to reduce wait times and boost resolutions.

Empathy & Clarity: We treat your customers with the utmost cultural sensitivity, professional tone, and patience.

Service & Capabilities

Inbound Customer Solutions: We act as the voice of your brand, delivering 24/7 customer support, professional Tier-1 and Tier-2 technical assistance, and seamless omnichannel chat, email, and social media management to ensure fast, efficient, and customer-focused service experiences.

Outbound & Back-Office Operations: We help drive business growth through targeted B2B lead generation, telemarketing, appointment setting, and customer retention strategies, while providing secure and efficient back-office support, including data management, transaction processing, compliance tracking, and administrative operations.



Our Workflow & Transition Model

01 **Discovery & Scoping**

We deeply analyze your business rules, customer profiles, software environments, and performance goals

02 **Knowledge Transfer & Training**

Creating robust training manuals. Our trainers absorb your guidelines and pass them to dedicated agents through strict simulation checks.

03 **Pilot Implementation & Launch**

We launch a controlled live pilot phase to monitor performance, refine communication protocols, and optimize resource balancing.

04 **Ongoing SLA Audits & Optimization**

Continuous monitoring via modern Call Quality Monitoring systems, providing detailed metrics reporting to maintain stellar benchmarks.





Future Plans & Strategic Roadmap

- **AI-Powered Customer Support** – Advanced AI assistants automate routine inquiries, allowing human agents to focus on complex issues.
- **Global Delivery Expansion** – Multilingual support and regional service expansion through native-speaking teams.
- **Healthcare & Fintech Solutions** – Specialized support for regulated industries, including healthcare and fintech operations.



Get in Touch

Partner with us today to scale your customer care, optimize back-office efficiency, and experience standard-setting corporate support operations.

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