



# SYED SHAHIDUZZAMAN

Assistant Manager (MIS)



## WORK EXPERIENCE

- Sep. 2016 Present** • **Assistant Manager (MIS)** Zaman Group Dhaka  
Supervises the information technology resources for business. Manages other MIS staff and delegates tasks to them accordingly. Create and maintain reports that allow the company to get information on daily business activities. Analyzes company performance details quarterly and half yearly. Analyze the actual sales versus the projected ones for each department.
- Jan. 2015 Aug. 2016** • **Business Coordinator** E-Tec Limited Dhaka  
Coordinate sales team by managing schedules, filing important documents and communicating relevant information. Respond to complaints from customers and give after-sales support when requested. Store and sort financial and non-financial data in electronic form and present reports. Monitor the team's progress, identify shortcomings and propose improvements. Ensure adherence to laws and policies.
- Nov. 2012 Dec. 2014** • **Manager (Sales Administration)** Masafi Group Dhaka  
Achieves sales operational objectives by contributing sales information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; identifying trends; determining system improvements; implementing change; maintaining sales manuals; preparing periodic sales reports.
- Sep. 2010 Nov. 2012** • **Manager (Sales Administration)** Prome Agro Foods Ltd. Dhaka  
Provide end-to-end administrative support for the sales cycle and follow sold projects through to installation. Assist in HR activities as needed in regards to team members with strict adherence to the HR personnel policies and enforcing these for team members. Train new sales team members. Creating presentations for clients. Provided customer service and sales support to existing and new customer base. Collect and input customer data.
- Jun. 2008 Jul. 2010** • **Assistant Manager (Supermarket Division)** Almaya Group Dubai, UAE  
Trains store staff by reviewing and revising orientation to products and sales training materials; delivering training sessions; reviewing staff job results and learning needs with retail store manager; developing and implementing new product training. Prepares sales and customer relations reports by analyzing and categorizing sales information; identifying and investigating customer complaints and service suggestions. Attracts customers by originating display ideas.



## EDUCATION

- 2008** • **M Com. (Marketing)** Dhaka  
At Tejgaon College
- 2004** • **Diploma in Engineering (IT)** Dhaka  
At Dhaka Polytechnic Institute



## CONTACTS

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## WHY ME?

Various position of my career offering an 8-years background in sales administration and customer service, as well as in-depth understanding of the sales cycle process.



## SKILLS



- Administration
- Sales



## LANGUAGES

- Bengali
- English
- Hindi