

Kazi Alimul Alam

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Professional Summary

Dynamic professional with over 9 years of experience in sales, customer relationship management, and technical support, driving growth in the mobile industry like **Nokia/Microsoft Mobile, Huawei, Realme, Tecno** etc. Skilled in providing customer-centric solutions, improving service efficiency, and managing retail operations. Currently pursuing a Master of Digital Innovation at Dalhousie University, enhancing my skills in business analytics and technology solution.

Work Experience

1. Senior Area Sales Manager | Ismartu Technology BD Limited (Tecno Mobile) - Dhaka

September 2022 - July 2024

- Led customer service initiatives by managing a large retrieval network, ensuring timely solutions for customer inquiries.
- Provided technical support and product advice, helping customers optimize the use of mobile device.
- Organized training session for customers support staff, ensuring high service standards.
- Increase customer satisfaction rate by 20% and boosted sales by 15% through improved service quality.

2. Area Sales Manager | Realme - Dhaka

August 2020 - August 2022

- Enhanced customer experience by ensuring quick resolution of technical issues and product queries.
- Managed retail operations and provided hand-on support for realme devices and competitor products.
- Developed strategies for customer engagement, leading to increased customer loyalty and satisfaction and achieved a 25% increase in customer retention and reduced product return rates by 10%

3. City Manager | LAVA Mobile (H.K) Bangladesh Ltd. - Dhaka

May 2017 - September 2018

- Directed customer support analysis, ensuring the technical issues we solved promptly
- Trained store teams to provide exceptional customer service, troubleshooting

assistance for mobile devices, increased market share by 12% and improved team efficiency, leading to a 30% reduction in customer complaints.

4. Senior Territory Manager | Skytracker BD Ltd, Huawei - Dhaka

December 2015 - April 2017

- Managed sales and distribution for Huawei devices, focusing on retail expansions and customer support.
- Implemented training for retail partners, enhancing their ability to troubleshoot and support customers. Also expanded retail presence by 20% and improved customer satisfaction by reducing support wait times by 15%

5. Team Leader | Market Express Ltd, Microsoft Mobile Device (Nokia) - Dhaka

June 2014 - November 2015

- Focused on direct sales initiatives, engaging customers to understand their needs and deliver personalized solutions, resulting in increased sales volume.
- Focused on product training and sales monitoring, ensuring high customer engagement and sales performance. Increased team performance by 18% and boosted LUMIA device sales by 25% through effective marketing strategies.

Education

- Master of Digital Innovation | Dalhousie University - Halifax, NS (2024 - Present)
- Bachelor of Business Administration | American International University Bangladesh - Dhaka (2014)

Key Skills

- Direct Sales, Technical Support and Problem Solving
- Customer Relationship Management
- Communication Skills and Product Training
- Retail Operations and Distribution Management
- Market Analysis and Strategic Planning

Reference

Available Upon request.