

SYED RAKIB HOSSAIN

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Career Summary:

Currently working as **Executive – Sales and Operations** at **Truck Lagbe Ltd**, where I lead **end-to-end logistics operations**, including **home and office shifting** and **district-to-district shipment coordination**. Previously served as **E-commerce Operation In-Charge** at **Omex Courier and Logistics Ltd**, managing **last-mile delivery, order fulfillment**, and team performance in a fast-paced e-commerce environment.

With over **5 years of diverse experience** in **logistics, customer service**, and **project supervision** at respected organizations like **SMC** and **Genex Infosys**, I have a **proven track record** of improving **operational efficiency**, boosting **customer satisfaction**, and driving results through **strategic coordination** and **team leadership**.

Employment History:

Total Year of Experience: 6 yrs.

1. **Executive sales and operation Shifting**

(April, 2022 - Continuing)

Truck Lagbe Ltd

Mohakhali DOHS Road -15, House-21

Area of Expertise

Communication, people management

Duties/Responsibilities

- Managed customer inquiries, booking processes, and follow-ups to ensure seamless execution of travel plans.
- Collaborated with operations and vendors to optimize service delivery, enhancing customer satisfaction by 100%.
- Generated and followed up on digital and offline leads, assigning vendors based on geographic zones and service needs.
- Negotiated with shippers and vendors to confirm leads successfully while balancing cost and service quality.
- Provided detailed trip information and quotations to shippers, fostering transparent communication.
- Monitored trips on the scheduled date, including vendor tagging and trip creation on the admin panel.
- Maintained accurate records of operations and pricing in Google Sheets for efficient workflow management.
- Issued invoices and collected feedback post-trip to improve service delivery.

2. **E-commerce operation in charge (CRM)**

(January, 2020 - February, 2022)

Omex Courier And logistics Ltd

Sector 6, Uttara 32 Aoul avenue Dhaka

Area of Expertise

Customer Support/ Client Service (0.7 yr.), E-commerce Operations (1.5 yr.)

Duties/Responsibilities

- Oversaw end-to-end e-commerce product delivery operations, ensuring timely delivery within a 3-day service standard.
- Managed warehouse operations, including inventory control, stock reconciliation, and product dispatch coordination.
- Collaborated with third-party delivery partners to expand logistics capabilities and ensure seamless delivery

processes.

- Handled merchants effectively, addressing their queries, ensuring SLA compliance, and building strong business relationships.
- Monitored shipment statuses, updated clients proactively, and resolved delivery challenges to maintain customer satisfaction.
- Implemented process improvements to enhance delivery accuracy, reduce operational costs, and optimize workflows.

3. Project supervisor

(February, 2018 - November, 2019)

SMC

Head office Banani SMC tower, project office Dhour chourasta near turak thana

Duties/Responsibilities:

- Supervised employees to ensure smooth workflow and effective coordination across the project.
- Resolved employee concerns with a solutions-oriented approach to maintain a positive work environment.
- Managed payroll operations, ensuring accurate and timely salary distribution.
- Monitored project progress to meet deadlines and quality standards.
- Reported project and team performance updates to senior management.

4. Customer Representative

(February, 2016 - January, 2017)

Genex Infosys limited

Uttara House Building, Mascot Plaza, Uttara Dhaka

Duties/Responsibilities:

- Respond to customer inquiries via phone, email, or chat, ensuring prompt and professional communication.
- Provide accurate information about products and services, addressing customer concerns effectively.
- Troubleshoot and resolve customer issues while maintaining a high level of customer satisfaction.
- Escalate complex issues to the appropriate departments and follow up to ensure resolution.
- Maintain records of customer interactions, feedback, and complaints in the CRM system.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pass.Year	Duration
Open University	Bachelor of Social Science (BSS)	Tongi govt college	Appeared	2026	3 Years
Bachelor of Business Administration (BBA)	Management	Uttara University	Drop Out	8 Semester	
HSC	Commerce	Uttara High School and College	Second Division, Marks:3.8%	2013	two

Key Skills

- Logistics & Delivery Operations
- E-commerce Fulfillment & Last-Mile Delivery
- Home & Office Shifting Coordination
- Shipment Tracking & Route Planning
- Customer Service & Client Relationship Management
- Team Supervision & Coordination
- Sales & Operations Management
- Problem Solving & Decision Making
- Project Supervision & Execution
- Cross-functional Communication
- Performance Monitoring & Reporting
- Process Improvement & Operational Efficiency

Training:

Effective Negotiation Techniques, Negotiation, Truck Lagbe Ltd, Bangladesh, Mohakhali DOHS, 2023, One day

Career and Application Information:

Looking For : Mid-Level Job
Available For : Full Time
Preferred Job : Sales and Operation, E-commerce, Logistics, Customer Service
Present Salary : Tk. 30000
Expected Salary : Tk. 38000
Preferred District: Dhaka

Personal Details:

- Height: 177.8 cm
- Weight: 73 kg
- Father's Name: Late Syed Fazlul Hoque
- Mother's Name: Syeda Sanoara Begoum
- Blood Group: AB+
- Date of birth: 07/02/94
- Gender: Male
- Nationality: Bangladeshi
- Marital status: Unmarried
- Religion: Islam

Signature: