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House: 68/4,Block- B, Badaldi, Bawnia,Turag,Dhaka-1230

Jahidur Rahman Jahid

WORK EXPERIENCE

2.5 Years

AGE

26

Career Highlights

Serving in responsible position as Key Account Executive, KAE at Unilever Bangladesh Limited from October 5, 2020 to till now. I worked as an Assistant Engineer at VIVO Bangladesh from August 1, 2019 to September 28, 2020, I have been worked as a Arrears Collection Executive at Uber Bangladesh from December 8, 2018 to July 29, 2019.



Work Experience

1. October 5, 2020 - Continuing

Key Account Executive.

Unilever Bangladesh LTD.

ZN Tower, Plot# 02,Road # 08, Gulshan – 1,Dhaka - 1212.

1. Develop trust relationships with a portfolio of major clients to ensure they do not turn to competition.
2. Acquire a thorough understanding of key customer needs and requirements.
3. Expand the relationships with existing customers by continuously proposing solutions that meet their objectives.
4. Ensure the correct products and services are delivered to customers in a timely manner.
5. Serve as the link of communication between key customers and internal teams.
6. Resolve any issues and problems faced by customers and deal with complaints to maintain trust.
7. Insure company branding, free sampling, gift and revenue for every outlets.

2. August 1, 2019 – September 2020

Assistant Engineer.

VIVO Bangladesh.

Kushabo,Rupganj,Narayanganj.

1. To Control and look after overall Production, Operation of the assembly line.
2. Supervising and monitoring assembly line.
3. Define, develop and monitor the implementation of production plans.
4. Training for production staff and operator on an ongoing basis.
5. Maintain appropriate stock of Raw Materials, Work In Progress and Finished Goods
6. Must have vast idea on process and recipe in case of formulating and introducing new products.
7. Assess actual requirement of the manpower and source the right people for right place.
8. Should have maintain 6S.
9. Ensure effective rules in Assembly line.

3. December 8, 2018 – July 2019

Arrears Collection Executive

Uber Bangladesh

Dhaka 1212, Kemal Ataturk Ave.

1. Reviewing the company partners list.
2. Contacting partners and informing them of their overdue bills.
3. Advising customers on their payment options and suggesting methods of payments.
4. Negotiating suitable payment plans.
5. Maintaining customer payment records.
6. Writing final notice warnings to customers when payments are not being made.
7. Instituting legal action when customers fail to pay their debt.
8. Responding to customer queries, continually follow up drivers and partners.
9. Regular meeting with clients and aware them about company policy.



Education

Bachelor of Engineering (B.Sc)

Major on Electrical and Electronic Engineering
World University of Bangladesh (WUB)
Dhaka, Bangladesh

Passing year, 2019
CGPA: 3.17 out of 4
Duration: 3 Years

Diploma Engineering

Major on in Electrical Technology
Rajdhani Polytechnic & Textile College
Dhaka, Bangladesh

Passing year, 2015
CGPA: 3.51 out of 4
Duration: 4 Years

Secondary School Certificate

Baunia Abdul Jalil High School
Science
Dhaka Board

Passing year, 2010
CGPA: 4.31 out of 5



Professional Training

- **Title:** Professional Customer Service.
Topic: Communication English Language Speaking.
Institute: WSDA (Workplace Skills Development Academy), New Zealand
Location: ISSL (Impel Service and Solutions Limited)
Duration: 2.5 months
- **Title:** Professional Customer Service
Topic: Call Centre and Outsourcing.
Institute: BACCO (Bangladesh Association of Call Centre and Outsourcing).
Location: Dhaka
Duration: 2.5 Months
- **Title:** Industrial Training.
Topic: Sub-station Equipment.
Institute: Powermann Bangladesher Ltd
Location: Kewasreepur, Gazipur
Duration: 6 Months



Skills

- Problem Solving
- Teamwork
- Critical Thinking
- Communication



Computer Proficiency

- MS Word , MS Excel , MS Power Point 2016



Languages

	<u>Reading</u>	<u>Writing</u>	<u>Speaking</u>
• Bangla	High	High	High
• English	High	Medium	Medium



Personal Interests

- Reading Books
- Computing
- Photography
- Gaming



Personal Details

Father's Name: Md. Wahiduzzaman
 Mother's Name: Fardousi Parvin
 Birthday: August 5,1995
 Gender: Male
 Marital Status: Single
 Religion: Muslim
 Nationality: Bangladeshi
 NID No: 4613273095

Permanent Address:

Village : Bolla
 Thana : Kalihati
 District : Tangail
 Division : Dhaka.



References

Shohel Rana

Assistant Production Manager
 VIVO Bangladesh
 Phone: +8801726-902095

Nur mohammad rony

Assistant manager
 Daraz Bangladesh
 Phone: +8801670-779036

Declaration

I, **Jahidur Rahman jahid**, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Jahidur Rahman Jahid

Dhaka, Bangladesh
 2021