

# Resume of Mohammad Mahmud Hassan

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## Career Summary

I have completed my B.com (Hons) in Management & Presently working in NAGAD. From this journey of experience in sales & customer service have learned of skilled in adapting to new concepts, ideas & working under pressure. Also, excellent effective communication, presentation skills, confidence & high level of internal motivation is my strengths. Being a team player, I have experienced in leading & working with dynamic teams. Now I want to work on new opportunity to utilize my experience to accept new challenges.

## Work Experience

**Unit Head, Alternative Channel Management, NAGAD (Assistant General Manager)**

**March 2021 - till now.**

Responsible to lead the team for new concept generation & execution, Payment end to end eco system development, alternative distribution setup, new revenue stream scope hunt, project work lead & execution road map.

Also experienced Mid merchant acquisition, retention, transaction growth with countrywide operation & Retailer & customer usage behavior analysis & insight generation is the core responsibility.



**Head of Corporate (Disbursement), Emerging Market, Rocket, Dutch-Bangla Bank Ltd. (Regional Manager)**

**December 2019 – January 2021 (1.2 year)**

Responsible to lead a team for acquisition, retention of client base, strategy formulation, people development, process simplifications & customer experience enhancement. Also ensuring growth by extending the footprint focusing on the new opportunities.



**Key Account Manager, Enterprise at Grameenphone Ltd. (Specialist)**

**April 2011 - November 2019 (8.8 years)**

Responsible for acquisition, retention & service of Armed forces division as Strategic & large portfolio companies as a corporate client, ensure revenue stream & communication channel, develop service & business by managing internal & external stakeholders frequently.



Also previously act as an account manager of small & medium 1600 companies of direct sales. Lead management for direct sales, revenue planning & execution, campaign management, new acquisition was key responsibility.

Also experience of Customer services channel maintain, Complain Management, Team Coordination, Quality assurance, Recruitment & employee involvement, Training, Acting Team Leader of contact center, Stakeholder Management, Voice of customer Management-Operations.

**Careline Officer, Contact center at Banglalink**

**April 2010 - April 2011 (1.1 year)**

Customer service – regular channel, Team co-coordinator of service quality level, Performance monitoring & reporting of Team performance.



**Customer Care Representative, at Citycell**

December 2007 - April 2010 (2.5 years)

Face to face communication with customers in front office operations, planning & execution of Sales,

**Sales Executive at Pctel Ltd Co**

November 2004 - December 2005 (1.2 years)

Direct & retail Sales, Reporting, Follow up, Analysis of Market trend, Strategy design.

**Special Achievements**

Based on performance I was appointed as Key Account Manager of Xplore premium & Xplore Legends project team. My responsibility is to make the process, segment the target market, reporting & follow up, sales & coordination. Our focus was to successfully establish Xplore premium & Xplore Legends over all the available competition where I get recognized for outstanding performance for both backend support & Sales of both individual & corporate of Xplore Legends.

**Recognitions**

Recognized as Best team performance, NAGAD (Q3,2021)

Recognized as a Talent employee of Customer Service, Grameenphone (2012)

Best Employee of the month November (2012)

Recognized as a Team contributor in Banglalink (2011)

**Professional Training**

Successfully completed official training on "Effective Negotiations Skills" from Mind Mapper

**Education****Executive MBA 2018**

CGPA 2.7 Out of 4

Major in Marketing

Independent University of Bangladesh

**B.com (Honors) 2005**

Second Class

Major in Management

Govt. Titumir College, Dhaka

H.S.C 2001

Second Division

Business Studies Group

New Model Degree College, Dhaka

S.S.C 1999

Second Division

Humanities Group

New Model High School, Dhaka

**Skills & Competencies**

MS Office, MS PowerPoint, MS Excel, Internet, Windows

**Personal Information**

I am Mohammad Mahmud Hassan & my parents are Abdus Salam & Mahmuda Hasnat. I was born on 30th August 1984 & Bangladeshi by birth. I'm married & present address is Ka-90/1, Nowkhair Lodge, Uttara, Khilkhet, Dhaka, & permanent address is 134/a, Housing Estate, Kushtia.