

NILANJANA HALDER

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Career Objective:

To build up profession in an organization that provides structured career advancement within extends of dynamic business environment through innovation, technology, leadership and best value practices

Career Summary:

Starting at TNT worldwide as Indoor Sales executive, assigned to B2B up selling-cross selling are major tasks along accounts maintenance, revenue maximization and client retention. Following, joined Nordicexpress Ltd as Executive and played noticeable role in business development and branding. Moving to ipay systems Ltd as Executive, got the exposure of fin-tech industry; performed as KCP of ipay merchants and leaded Uttara zone service team and indoor support team consecutively. Additionally worked with SEQAEP with a move to Grameenphone Ltd followed by Datapage Bd

Experiences:

1. Executive, Merchant Operation (February 12th 2018-March 30, 2019)

Company Name: Ipay Bangladesh Ltd. Gulshan-1,Dhaka

- Perform as Key Contact person (KCP) is in charge of ensuring that merchant is ready to provide services to customers timely and accurately as stipulated in the contract
- Prospecting new accounts and manages a portfolio of accounts, developing new merchants on boarded with iPay Systems and expanding relationship with existing merchants through leading and deploying of service unit
- Perform field visits to different merchants and their outlets for ensuring POSM and brand visibility
- Drive root cause analysis/corrective action process to ensure account team is improving service levels by analyzing corrective actions
- Problems resolution by escalation of issues to the appropriate department
- Ensure appropriate merchant metrics are generated, data is accurate and reporting deadlines are met on a timely basis
- To analyze data extracted for MIS reports, business reviews and market analysis purposes
- Monitor chargeback and fraud volumes of merchant accounts and ensure follow-up programs are implemented in response to red flags of high risk merchants
- Maintaining database & setting plan on a continuous basis, liaising with internal departments to ensure client needs are fulfilled effectively.
- Reconciliation & monitoring of POSM stock, ensuring timely disbursement from the marketing department & receiving claim adjustment

2. Executive, Sales and Marketing (November 1, 2016 -January 31st 2018)

Company name: NordicExpress Ltd (Bangladesh trade syndicate limited, East Coast Group),Dhaka

- To win B2B Ad-hoc and Small and develop Ad-hoc, Small, Medium and Large customers within a specific geographic territory, in order to generate and to meet both individual and team activity, revenue target and productivity KPIs
- To ensure retention, to keep Ad-hoc, Small, Medium and Large customers within a specific geographic territory through building lasting relationships and enhancing customer satisfaction through regular follow-up
- To perform all sales administration activities in order to maintain accurate information essential to sustain revenue and customer service and maximize the face-to-face selling time of the Field Sales Executive
- Comply with the company's corporate social responsibility, health, safety and environmental standards and responsibilities as identified within NEX Express management systems

3. **Executive, Indoor Sales (August 26, 2015 - October 31, 2016)**

Company name : TNT Express Bangladesh (Bangladesh trade syndicate limited, East Coast Group), Dhaka

- Identifies the B2B traffic profile of a customer, analysis the opportunity in terms of business scope and acts accordingly
- Develops existing customers via up-selling and or cross selling
- Forms professional and appropriate relationships within customer organizations through telephone contact in order to meet customer needs
- Provides a channel of communication between TNT and its customer, facilitating resolutions of complaints and queries
- Ensures customers are kept up to date with relevant TNT information
- Supports the management of the Field Sales Executives agenda
- Accurately completes sales reports within agreed time frames
- Completes and updates customer information and documentation as required by the business
- Accurately updates the Sales systems on a timely basis in order to ensure complete and current client information is held
- Reviews sales performance and prepares presentations as necessary for sales meetings and weekly debriefs

Achievement/s: Best Trainee at “Customer Value Proposition” training by TNT Express Bangladesh

Training Summary:

| Training title | Topic | Institution | Duration |
|------------------------------|----------------------------------------------------------------------------------------------------------|-----------------------------------|----------|
| “Customer Value Proposition” | Dimensions of Customer value proposition (CVP) in light of TNT worldwide service and Bangladesh scenario | TNT AMEA & TNT Express Bangladesh | 3 Days |
| “Net Promoter Score” | Brief description of NPS and it’s Survey modality along with consumers loyalty evaluation | Grameenphone Ltd. | 1 day |

Academic Qualification:

- Master’s in Business Administration (MBA), BRAC University, Dhaka, Bangladesh; **Major:** Marketing, CGPA 3.09 out of 4.00 (Appeared)
- Bachelor in Business Administration (BBA), BRAC University, Dhaka, Bangladesh, **Major:** Marketing and Finance (2013). CGPA-3.20 out of 4.00

Academic Achievement:

Achieved *Vice Chancellor’s* certificate for excellent performance in residential semester at TARC, Saver in Summer 2008

Computer/IT Skills: MS Word, MS Excel, Power Point, Photoshop, Adobe Illustrator. QR codes, and able to handle any short of software tools

Personal Information:

Date of Birth : 1st April, 1990

Marital Status: Married

Nationality : Bangladeshi by Birth

Reference (s):

Reference: 01

Name : Raihan Faiz Osmani
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