

## MD MASUDUR RAHMAN



689 West Nakhalpara, Tejgaon. Dhaka-1215 (2<sup>nd</sup> floor)

01713111187, 01760740241

[masudurrahmanomi@gmail.com](mailto:masudurrahmanomi@gmail.com)



### Career Objective

---

Being a committed team player, wants to be a part of renowned organizations, to contribute towards the growth of the Organization, based on my expertise & experience, technical learning's and to further my personal capabilities by learning from the new exposure within the structured framework of the organization just to make sure I am serving the right place on right time.



### Organizational Experience

---

#### **Working with Bollore Logistics Bangladesh Limited as Field Sales Senior Executive – Marketing & Sales Division**

**Duration: November 2020 till continuing**

##### **Responsibility:**

- Build rapport with existing revenue clients for the smooth service and insure business trust.
- Sales Activity reports upload on CRM, Concerto (software) and generate revenue report monthly.
- Daily Sales import export and CDZ report generate and Market Research with client's portfolio.
- Seeks and prospects to win new global clients with proper support with counterpart.
- Generate Sales leads for Global accounts.
- Send proper leads to buyer nominated business prospects in regional office.
- Build rapport and trust with global customers supporting with their business status and the local market condition via phone, email and other communication channels
- Recommends solutions based on customer needs by using industry knowledge/expertise
- Supports customer retention by regular visit to ensure service satisfaction, providing information useful to the customer and introducing additional services too
- Collects relevant customer information for the RFI/RFP/RFQ and prepares documents for customer implementation in order to ensure proper operational handover and implementation to meet customer expectations (SLA's & SOP's)
- Sales Campaigns for client services and more product offers
- Ensure customer payment on time. Facilitate Credit policy with customer business profile.
- Transfers opportunity with high value potential (in case lead was not assigned correctly)

**July 2018 till November 2020 with Worked with Kuehne+Nagel Ltd BD as Field Sales Senior Executive– Marketing & Sales Division**

**Responsibility:**

- Field sales visit to find new and potential clients/opportunity for business generate.
- Find Nomination clients through overseas leads & buying house data.
- Sales Activity reports upload on CRM, Concerto (software) and generate revenue report monthly.
- Generate Sales leads for Global accounts.
- Follow up existing nominations accounts.
- Daily Sales import export and CDZ report generate and Market Research.
- Seeks and prospects to win new SBC customers.
- Follow up global clients as GUESS, HUGO BOSS, GORTICO SOCIETA CONSORTILE A.R.L, CHAN CASUALS LTD, DISTURBIA CLOTHING, KIABI, PVH, ALDI, BENETTON, DECHATHLON, PUMA, M&S, C&A, SAMSUNG C&T, SIEMENS, MULTI SAFH LTD, LAFAYETTE MEDICINE.
- Builds rapport and trust with customers by being informed about customer's business and the market via phone, email and other communication channels.
- Assesses the type and size of customer needs.
- Recommends solutions based on customer needs by using industry knowledge & expertise.
- Closes business connecting a customer need with a KN solution and highlighting the value it may create for the customer.
- Supports customer retention by regular calls to ensure service satisfaction, providing information useful to the customer and introducing additional services to the customer.
- Collects relevant customer information for the RFI/RFP/RFQ and prepares documents for customer implementation in order to ensure proper operational handover and implementation to meet customer expectations (SLA's & SOP's).
- Completely uses K+N CRM.
- Sales Activity reports upload on Corelog, SAP and generate revenue report monthly
- Transfers opportunity with high value potential (in case lead was not assigned correctly).

**July 2016 till June 2018 worked with DHL Global Forwarding as Sales Specialist – Marketing & Sales Division**

**Responsibility:**

- Sales Activity reports upload on ISell, Sping (software) and generate revenue report monthly
- Daily Sales import export and CDZ report generate and Market Research
- Seeks and prospects to win new SBC customers
- Plans and manages small Business Customers
- Builds rapport and trust with customers by being informed about customer's business and the market via phone, email and other communication channels
- Assesses the type and size of customer needs
- Recommends solutions based on customer needs by using industry knowledge/expertise

- Closes business connecting a customer need with a DHL solution and highlighting the value it may create for the customer
- Supports customer retention by regular calls to ensure service satisfaction, providing information useful to the customer and introducing additional services to the customer
- Collects relevant customer information for the RFI/RFP/RFQ and prepares documents for customer implementation in order to ensure proper operational handover and implementation to meet customer expectations (SLA's & SOP's)

**October 2014 – June 2016 worked with Pacific Bangladesh Telecom Limited (Citycell) as Executive-Product Development (Data, Voice) Revenue & Segment, Marketing Division**

**Responsibility:**

- Product planning for all Data segmented with operational fact and responsibilities
- Launch multiple projects simultaneously maintaining the quality and deadline
- Follow-up product life cycle of consumer
- Responsibility to achieve revenue target, Data ATL acquisition target and manage Data churn up to company's expected level
- Design, develop & implement mechanisms to track and predict both consumer and business segment
- Pre & Post campaign analysis and Reporting to Divisional Head
- Reporting of daily Acquisition, Churn & Revenue to Divisional head
- Analysis & Reporting of competitors different offers to Divisional Head
- Develop proposal and launch new data campaigns on different
- Coordinate with all concerned department to ensure timely execution of ATL & BTL campaigns
- Maintain a proper track of all activities in Data Product Segment

**February 2012- August 2014 worked with REX-ECO Logistics as International Sales Executive, Marketing Department.**

**Responsibility:**

- Maintain Corporate Sales,
- Brand Promotion and E-Marketing,
- Developing external relationships with appropriate contacts,
- Analyzing competitors and market trends,
- Researching and reporting on factors influencing business performance.
- Target achieve

**Significant Work:**

Making calls throughout the customer details and visit them through appointment and create a bonding over business relations, Organizing market research, Writing press releases, Arranging promotional events Assessing the results of a marketing campaign, Assisting the manager in writing reports and analyzing data Helping to drive online traffic with web-related campaigns, Writing online content, Communicating with clients rate making n negotiations.

**August 2010 - May 2011 worked with University of East London (UEL) as General Assistant - Operations and Projects.**

**Responsibility:**

- Formulating strategic and long-term admin plans
- Provide a weekly schedule of planned activities
- Managing Projects and Staff Training Program,

**Significant Work:**

Student union reception and database maintain. Being the first point of contact, we have to deal with the customers directly. Duties include Opening and closing reception, Cashing up the till, Post, weighing and franking, collecting and sending post, First and second class normal and recorded as well as special delivery. Forwarding calls the relevant departments, Issuing National Union of Students (NUS) cards including Sending faxes for staff and students.

**March 2008 – June 2011 worked with Esprit Ltd, London (United Kingdom) as Shift Manager - Operations and Projects.**

**Responsibilities:**

Key duties include auditing, preparing statutory accounts and payroll. Organizing paperwork, archiving and other admin duties. Cashing up, closing tills and organizing tills. Promoting products Customer facing and serving. Delivery maintenance. Brand promoting and Local Cloth checking. Stock checking mark down sorting sells etc. and customer service.

**Other Workplaces**

- 2010, Part-time **VoIP Call Center, London** Customer Care assistant at **Engineering Associate UK**.



**Educational Qualification**

Year	Certification	Institute	Concentration
2012	<b>Masters of Business Administration (M.B.A)</b>	University Of East London(UEL) London, United Kingdom	Marketing Management
2010-2011	<b>Bachelors of Business Administration (B.B.A)</b>	University Of East London(UEL) London, United Kingdom	Marketing
2004	<b>Higher Secondary Certificate (H.S.C)</b>	College of Development Alternative (CODA), Dhaka Bangladesh	Commerce (Business)
2002	<b>Secondary School Certificate (S.S.C)</b>	Ahmed Bawany Academy School, Dhaka Bangladesh	Commerce (Business)



## Skills

- Good competency in Microsoft office, HTML, Word press, MS Visual Basic, LAN/WAN.
- Efficient working with Adobe Illustrator, Adobe Photoshop, Adobe premiere, Flash.
- Fluent in spoken and written in English, Bengali and Hindi.

### Strength & Asset:

My major strength and assets are communication skills, creativity, a result oriented approach and total commitment to the task that I undertake. Business knowledge over market time to time. Good command follows with regional heads.

## NON TECHNICAL SKILLS

A Diligent worker, pleasant, well behaved, shows a consistent willingness to learn and share knowledge, keenly aware of the current need to listen to customers and prospect, ambitious, very polite in any possible circumstance, has good self-control and highly motivated, team player, efficient, mature, ambitions, an achiever.

## Extracurricular Activities, Courses and training

**Higher National Diploma In Business Studies (HND) 2007-2008**

**IELTS (International English Language Testing System) – Score: 6**

**CIF, COC, CEC, Health & Safety,**

**UNAEU- United Nations Association East London University**

## Personal Information



<b>Fathers Name</b>	: Md Mizanur Rahman
<b>Mother's Name</b>	: Zareen Rahman
<b>Date of Birth</b>	: 07 September 1988
<b>Gender</b>	: Male
<b>Blood Group</b>	: A+
<b>Marital Status</b>	: Married
<b>Nationality</b>	: Bangladeshi
<b>Religion</b>	: Islam
<b>NID</b>	: 2694072163655



**Reference On request**