



S.M.Haider Zaman (Sourov)

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Career objective

Seeking after a profession that will assist me with utilizing my instructive capabilities, relational abilities, advancements and the initiative quality keeping in mind the end goal to add to the improvement of a developing association.

Work experience

Regent Airways (Head Quarter) - September'18 – Present

JR. Executive – Marketing & Sales (Reservation)

- ❖ Giving proper quality service
- ❖ Providing feedback of all the e-mails of our corporate partners
- ❖ Observing PFC (preflight checking)
- ❖ Doing SSRP (passengers class checking and if there any booked ticketing)
- ❖ Re-accommodation`
- ❖ Re arranging flights

Regent Airways (Softcall) - March 2018 — August'18

Customer Care Supervisor

- ❖ Providing training to the new employees.
- ❖ Managing the overall customer service department.
- ❖ Responsible for the daily, weekly or monthly roaster.
- ❖ Responsible to make the monthly report of our total operations.

Regent Airways (Softcall) - September 2017 — February 2018

Customer Service Executive

- ❖ Have learned punctuality and disciplined.
- ❖ Interacting and dealing with the customers/foreign customers and providing information.
- ❖ Collecting data of our potential consumers.

J'Store BD (Digital Marketing) - May 2016 — Present

Entrepreneur

My collection, your convenience is the moral of this brand, it is really a great experience to share my collections to others which is really convenient to them. Here is the link of my page- <https://www.facebook.com/groups/1833589860222628/> (Facebook Group) <https://www.facebook.com/Jstore-BD-457943861232033/> (Facebook Page)

Medhaloy Education - August 2015 — December 2015

Senior Teacher

- ❖ Providing knowledge and
- ❖ Giving inspiration

Qualifications

Communication skills

A good communication skill to interact with the other person. Interacting with the local person as well as with the foreign person is also strong.

Organizational /Managerial skills

- ❖ A very good Leadership skill
- ❖ Have some good management idea
- ❖ Can handle any person in any situation

Job-related skills

- ❖ Can work under pressure
- ❖ Can suit myself in any situation
- ❖ Can work with a productive mind

Computer skill

- ❖ A very good idea in MS Excel, word and power point
- ❖ Macro, pivot table, data visualization, v-look up, H-look up
- ❖ SPSS
- ❖ Canva
- ❖ Spark

Language Skill

Proficiency in writing, speaking, reading and listening in English and Bengali

Interests

- ❖ Interest in gossiping
- ❖ Interest in travelling
- ❖ Interest in Adventuring
- ❖ Interest in new place and people
- ❖ Interest in new challenges

Education

Bachelor of Business Administration

2018

BRAC University

Having Major in Marketing &

Minor in Human Resource Management

CGPA 2.75

2011

Higher Secondary School Certificate

Dhaka Imperial College

Department of Science

GPA 4.60

2009

Secondary School Certificate

Govt Science College Attached High School

Department of Science

GPA 4.88

References

Mr. Zaheed Husein Mohammad Al-Din Senior lecturer (Department of HRM) BRAC Business School, BRAC university
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