MD. RAYHAIN SULTAN

Address: Kha-81/2. Talertek, KhilkhetTSO, Khilkhet, Dhaka 1229

Mobile No 1: 01740437121 e-mail : rayhain25@gmail.com



Career Objective:

Seeking place in a well-reputed organization where Hard work, Sincerity, Creativity, Developments & Motivation is the keys towards success.

Career Summary:

A hard-working person with realistic views, fair sense of humor, get along well with people and have the ability to accept challeng es in life and completing the given jobs. Self-motivation is my biggest asset.

Employment History:

Total Year of Experience : 4.1 Year(s)

1. Officer (O2) (July 21, 2018 - Continuing)

Transcom Electronics Itd

Company Location : Sadar Road ,Mohakhali Dhaka Department: Customer Service Department

Duties/Responsibilities:

Customer service operation, ,Transport Support :Plan routing for the invoiced product considering delivery location, load optimization and transit time to ensure fastest delivery of the goods to customers in a cost efficient way,Coordinate as a depot coordinator for the Complaint Management Process and execute actions/ persuade relevant teams for faster resolution of the complaints to maximize Customer Satisfaction.Promote teamwork and motivate non-management staff as well as logistics workers in line with TEL vision and comply with policies and SOPs. Execute safe and efficient receiving, storage, handling and dispatch of goods as per SOP

2. Senior Executive (October 1, 2016 - July 20, 2018)

Genex Infosvs ltd

Company Location: L#08,09, Nitol Niloy Tower, Nikunja 02, khilkhyet, Dhaka -1212

Department: Training and Quality control Department

Duties/Responsibilities:

Team work and management, Quality Control

Audit Agents voice communication with customer, Ensuring customer satisfaction on behalf of Samsung Bangladesh,

3. Customer relation Officer (November 18, 2015 - September 30, 2016)

Digicon Techology LTd

Company Location: 242, Tejgoan i/A , Gulshan link road, dhaka 1208

Department: Operation **Duties/Responsibilities:**

To serve customers solution for any problems of Samsung brand various products like Mobile Phone, IT products, CE products etc. over phone on behalf of Samsung Bangladesh.

Academic Qualification:

Exam Title	Concentration/Majo r	Institute	Result	Pas.Year	Duration
MBA	ngladesh		CGPA:3 out of 4	2017	1 years
Bachelor of Business Administ ration			CGPA:3.29 out of 4	2015	4 years
HSC			CGPA:4.6 out of 5	2010	2 years
SSC	Science	Janakalyan Model Hig h School, Naogaon	CGPA:3.88 out of 5	2008	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duratio n
Microsoft Office	MS (word, excel, power point, access) and e-co mmerce .	R.S Computer Trai ning Center	Bangladesh	Uttara, Dhaka	2014	6 mont h
Internship	General Banking	Mercantile Bank Lt d	Bangladesh	Banani ,Dhaka 12 13	2014	3 mont h

Career and Application Information:

Looking For : Mid Level Job
Available For : Full Time
Present Salary : Tk. 25000
Expected Salary : Tk. 35000

Preferred Job Category : Bank/Non-Bank Fin. Institution, Customer Support/Call Centre, HR/Org.

Development

Preferred District Bogura, Barguna, Chattogram, Dhaka, Kushtia, Mymensingh, Rajshahi, Rangpur,

Sirajganj, Sylhet

Preferred Organization Types : NGO, Market Research Firms, Group of Companies, Garments Accessories

Language Proficiency:

Language	Reading	Writing	Speaking
English	High	Medium	Medium
Bengali	High	High	High

Personal Details:

Father's Name : Sergeant (RTD) Md. Abdul Mannan

Mother's Name : Rozina Begum
Date of Birth : January 1, 1993

Gender : Male
Marital Status : Married
Nationality : Bangladeshi

National Id No. : 19936426002000145

Religion : Islam

Permanent Address : Vill:Chalkmukter,thana+Dist:Naogaon, Naogaon Sadar, Naogaon Sadar, Naogaon 6500

Current Location : Dhaka

Reference (s):

Reference: 01

Name : Md. Abdur Razzak

Organization : Mercantile Bank Limited

Designation : First Assistant vice president

Address Shishahat Branch,main road ,porsa, Naogao

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Phone (Off.) : 01755-520013

Phone (Res.)

Mobile : 01755-533141

E-Mail : hob_shishahat@mblbd.com

Relation : Relative

Reference: 02

Bhajon Biswas Srabon

Smart technologies (BD) Ltd

Asst Manager

A.L Complex (1st floor), H#78/7, New Airport road,

(Opposite of sehetu Bhaban), Banani, Dhaka-1213

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bhajon.biswas@smart-bd.com

Professional

Signature