

MD. TORIQUIL ISLAM

Address: Bliyahlot Calkjoinpur, Pabna Sadar, Pabna 6600

Mobile No 1: 01711083178

E-mail : toriquilislamtuhi@gmail.com



Career Objective:

To sever the best service with sincerely, honestly, dedication & hard work with a well-established organization with a professional working environment to secure my position and develop my career.

Career Summary:

Working in the Fintech industry as a cluster manager in corporate business team. Skilled in Customer Service, Corporate Sales, Direct Sales and Business Development in Telco industry, manufacturing industry. Strong sales professional. Work as a team leader, monitoring sales campaign.

Special Qualification:

- ☐ Much Energetic & Good to Own Work with analytical ability. ☐ Punctual, Honest and Sincere.
- ☐ Possessing leadership Quality with a good interpersonal skill. ☐ Able to Work in Adverse Conditions.
- ☐ Expert in Problem Shooting. ☐ Capable to work within time and under pressure.
- ☐ Competent to work independently and in a team and to take responsibility. ☐ Quick learning ability.
- ☐ A self-motivated positive and proactive attitude.

Employment History:

Total Year of Experience : 13.4 Year(s)

1. Cluster Manager (Senior Executive) (January 1, 2018 – January 31, 2021).

Progoti Systems Ltd. (SureCash)

Company Location : Borak Mehnur, # Floor: 10th #51B Kemal Ataturk Avenue, Dhaka 1212.

Department: Corporate Business

Duties/Responsibilities:

Lead, guideline and monitoring Rajshahi cluster.
Achieve team target (new client hunting, customer acquisition, payment collection and disbursement).
Daily visit different educational institute, government organization, utilities & payroll sector.
Monitor payment partner operations providing support.
Resolving customer issues to their overall satisfaction.
Motivating employees and ensuring a focus on the mission.
Set target Upazila wise, plan & drive merchant acquisition activity as per business goal.
Looking for new opportunities to expand company business in the Rajshahi cluster.
Ensuring providing support Government Project Primary Education Stipend Project (PESP) & BSFIC.

2. Executive (January 3, 2016 - December 30, 2017)

Progoti Systems Ltd. (SureCash)

Company Location : Borak Mehnur, # Floor: 10th #51B Kemal Ataturk Avenue, Dhaka 1212.

Department: Corporate Business

Duties/Responsibilities:

Responsible for target level revenue and lease volumes for merchant channels of responsibility.
Daily relationship with existing and potential merchant channel and new client hunting.
Daily visit different educational institutes, government organizations, utilities & payroll sector.
Introducing SureCash service to the prospective merchant and construction delivery and monitoring plans to measure effectiveness. Collect feedback and ideas for enhancing the service for their best suit.
Evaluate and create proposals for new revenue opportunities from the Merchant Channel.
Managing pipeline and QC lists to ensure maximum commencement rates from the available business for prospective Merchant Channel.
Support the sales teams with joint visits to Merchant as requested.
Negotiation and creation of tactical pricing agreement and pricing, working with the Merchant Channel Management team to ensure profitability and acceptance.

3. Assistance Territory Manager (June 15, 2015 - September 30, 2015)

Milvik Bangladesh Ltd.

Company Location : Head Office: 12th Floor, Ambon Complex, 99 Bir Uttom AK Khandakar Road Mohakhali C/A, Dhaka-1212.
Department: Sales & Marketing

Duties/Responsibilities:

Responsible to achieve weekly and monthly sales target.
Supervise area activities and campaign.
Minor sales trend and report to Territory Manager/Manager
Distribution Management and provide market feedback
Proper implementation of the sales strategy as directed by the Employer.
Field sales to be carried according to the requirements of product and Employer
Responsible for managing a sales team
Supporting management in short listing the sale candidate, if required and asked
Adopt the Ability to work in a very fast paced environment
Work as a team member of a large sales team

4. Customer Manager (September 14, 2011 - June 14, 2015)

Grameenphone Ltd.

Company Location : Nikunja, North C/A Air Port Road, Dhaka 1229
Department: Customer Service, Commercial Division.

Duties/Responsibilities:

Job Responsibilities:

Provide one-stop quality Customer Service over phone to ensure positive customer experience and Proactively aware/inform customers regarding our products/service
Sale through inbound and outbound contacts and Capture customer insights and escalate critical issues / complaints and provide timely feedback
Maintain targeted KPI on a regular basis
Serve customers with helping attitude and thus play a significant role in customer satisfaction, retention, and acquisition. In this way enhance Grameenphones brand image.
Ensure higher Net Promoter Score (nps) in every service provider.

5. Officer (distribution) (June 1, 2010 - September 7, 2011)

INTRA FOOD & BEVERAGE INDUSTRIES LTD.

Company Location : Khawaja Nagar Dipchar Road Balarampur, Pabna.
Department: Sales & Marketing

Duties/Responsibilities:

Job Responsibilities:
Plan, implement, monitor and evaluate the distribution process on a monthly basis.
Solve various problems of retailer/Distribution.
Prepare and submit timely and accurate report of Distribution activities, especially client visits/calls.
Develop new market for trade activities.
Meet the sales target within the time frame.
To assist manage, Sales & Marketing for sales & Marketing related target & plans.

6. Executive Sales & Marketing (December 1, 2009 - May 9, 2010)

Addie soft inc.

Company Location : Dhanmondi-3/A, House- 53, Dhaka-1209 Bangladesh.
Department: Sales Marketing

Duties/Responsibilities:

Job Responsibilities:

Responding to sales enquiries, ensuring high conversion rates
Demonstrating the system to potential clients via online demonstrations
Account management and expansion of the existing customer base
Leading proposal writing and pitch meetings for large customer opportunities
Identifying and developing reseller opportunities

7. Customer Manager (April 7, 2007 - November 30, 2009)

Grameenphone center

Company Location : Kashem plaza,Ground floor,Abdul hamid road,Pabna
Department: Customer Service, Commercial Division.

Duties/Responsibilities:

Job Responsibilities:

Make informative and successful interaction with walk in customers to increase customer base and brand image.

Provide one-stop customer service as per defined processes to enrich customer experience

Support Center Manager in planning efficient schedule to handle regular customer traffic and maintaining operation standard.

Lead customer managers team whenever center manager is off from scheduled duty.

Ensure complete support to the center employees to strictly maintain standards as per the Operation Guideline

Cooperate with internal and external stake holders for best level of performance by respective centers.

All kind of technical support like handset related & also different kind of laptop configuration.

Complete necessary reporting and other daily supplementary tasks as per instruction

Plan/forecast stocks and other relevant materials of own touch points.

Provide right support to back office/central team/Area Team members in maintaining and improving touch point performance.

Paper check as per btrc rules.

Academic Qualification:

Exam Title	Concentration / Major	Institute	Result	Pas.Year	Achievement
Bachelor of Arts (B.A)	Arts	National University	Second Class	2007	Bachelor of Arts (B.A)
HSC	Arts	Pabna College	CGPA:3.4 out of 5	2003	Higher Secondary Certificate (HSC)
SSC	Arts	Amzad Hossain High School	CGPA:3.8 out of 5	2001	Secondary School Certificate (SSC)

Personal Details :

Father's Name : Md. Abul Hasem
Mother's Name : Most. Tohida Pervin
Date of Birth : January 10, 1985
Gender : Male
Marital Status : Married
Nationality : Bangladeshi
National Id No. : 3267356404
Religion : Islam
Permanent Address : Bliyahalot Calkjoinpur, Pabna Sadar, Pabna 6600
Current Location : Pabna

Reference (s):

Reference: 01

Name : Md. Shafiqul Islam Lawrence
Organization : Progoti Systems Ltd (SureCash)
Designation : Head of Corporate Business
Address : Borak Mehnur, # Floor: 10th #51B Kemal
Ataturk Avenue, Dhaka 1212.
Mobile : +8801980001515
E-Mail : shafiqul.islam@surecash.net

Reference: 02

Md. Farhadul Islam Anand
Third Wave Technologies Ltd (Nagad)
Head Of Customer Experience.
Level-7, 36 Kemal Ataturk Avenue, 13 & 14 Delta
Dhalia Tower, Dhaka 1213
+8801711506099