



MD ARAFAT UDDIN

ERM- Enterprise Business at Banglalink Digital communications Ltd



+88019262992428



arafatuddin1995@gmail.com



Tallabag Masjid, Tanari More, Dhanmondi -1000



<https://bd.linkedin.com/in/arafat-uddin-9b1098152/>

EDUCATION

Masters of Business Administration (MBA)

Jagannath university. (2019-2022)

Major: Management || CGPA: 3.19

Bachelor of Business Administration (BBA)

University of liberal arts Bangladesh (ULAB). (2013-2018)

Major: Human Resource Management || CGPA: 2.63

Higher Secondary Certificate

Holy Flower Model College

GPA: 4.80 (Commerce)

Secondary School Certificate

Green land residential high school, Dhaka || 2012

GPA: 3.75 (Commerce)

SKILLS

7 / 10

Creativity

8 / 10

Team Work

9 / 10

Adaptability

10 / 10

Communication

6 / 10

Critical Thinking & Analysis

ACHIEVEMENT

- Successfully recruited for different tiers of positions
- On – Boarded Mentor / Trainers for EZ Jobz
- Acquire new clients for EZ Jobz

REFERENCES

MD Mahbub sobhan

Head of Payment

NAGAD Limited

Phone: 01711080057

Mohammad Delwar Hossain

AVP, Payroll Banking, EBL

Email: Delwar.hossain0783@gmail.com

Phone: 01929988160

OBJECTIVES

A graduate with a degree in Human Resource Management pursuing to work in an organization that provides me with ample opportunities to enhance my skills along with academic knowledge to contribute to the growth of the organization.

EXPERIENCE

ERM (Enterprise Relationship Manager) – Enterprise Business

Banglalink Digital communication / 1st August 2019 to till now

- Relation build up with portfolio's user individuals
- Follow up daily activities with our concerned team regarding technical support or other issues
- Monitor Portfolio's monthly invoices & follow up collections
- Always try to be proactive for the clients service
- Successfully providing adequate candidates and bring potential business leads to company

junior Officer - customer service

bkash / 1st November -2013 to 31st December-2018

- Working at customer service division under KYC department
- Its help to gather sound knowledge about customer variation, demand also their motive.
- Having lots of challenges come every day while working at this department based on customer segmentation.
- Through its target based job as do different kind of work like QC, Data Entry & scanning primarily
- After that got selected as a Team leader that helps me to understand to the individual also learning professionalism & corporate culture as well
- Supporting Partnership Operations lead in managing day-to-day partnership activities to provide overall business partnership coordination.

Executive -Human Resource & Business Development

Training Courses / 5th June-2020 to 31st July-2020 (1 month)

Recruitment & HR activities:

- Prepare job descriptions and advertising job vacancies on LinkedIn, Bdjobs, Facebook and all major job posting sites.
- Sourcing CV's and reviewing applications to shortlist candidates, conducting preliminary background checks to ensure that candidates are fit for the respected positions.
- Schedules & conducts interview sessions.
- Building and maintaining database of qualified professionals & rapidly respond to talent management needs.
- Sourcing mentors / trainers/ industry experts from corporate arena through LinkedIn Sales Navigator, Bdjobs and other for EZ Jobs (A career portal of Talent Centric Ltd.)
- Provided guidance and support to business functions on workforce planning, talent management, succession planning, HR policies etc.

Developing Business:

- Formulate strategies for channel development to ensure business growth and improvement of performance for both B2B & B2C client
- Attracting new clients and identifying opportunities to be aligned with new and existing target group.
- Generate new leads from (LinkedIn, Bdjobs, Facebook groups) and various portals, social media, career groups and professional networking sites etc.
- Develop and implement business development strategy.
- Cold calling to reach potential clients
- Communicating with clients to understand their needs and offer integrated solutions
- Maintaining relationships with current and potential clients.

INTEREST & ACTIVITIES

Hardware Geek | Gamer | Videography | Traveling | Movies and TV Series | Cycling | Praying | Helping others | Reading Islamic books |

EXTRA-CURRICULAR ACTIVITIES

- Team Leader in HR Calibration 3.0 competition & went on to Semi-finals.
- Former Volunteer at ULAB (known as NCF) Career Fair
- Former member of ULAB HR Club