



## ***Md. Robiul Islam***

*MSS in Economics*

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### **Career Objective**

Enthusiastic team member eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Proven success in leadership, operational excellence and organizational development with keen understanding of elements of business. Want to bring my strong sense of dedication, motivation, and responsibility to the Company.

### **Experience**

**Total Year of Experience: 2.5 Years (30 months)**

**1. Customer Services (June 01, 2020– Continuing).**

**Formosa Express Services Ltd.**

Head office: TCB Bhaban (9<sup>th</sup> Floor), 01 Kawran Bazar, Dhaka- 1215

Department: E-commerce

**Core Responsibilities:**

- Manage large amounts of incoming calls.
- Generate sales leads.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods/tools.
- Meet personal/customer service team sales targets and call handling quotas.
- Handle customer complaints provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.

**2. Officer, Distribution (September 29, 2019 – May 31, 2020)**

**Bay Group (Bay Emporium Ltd.)**

Company Location: Head Office, TCB Bhaban (11<sup>th</sup> Floor), Kawran Bazar, Dhaka-1215

Department: Merchandising

**Core Responsibilities:**

- Oversee warehouse operations.
- Inventory goods that arrive from manufacturer.
- Collaborate with marketing executives to ensure that new products reach the right markets at the optimal time.
- Ensure goods are stored properly and at the right temperature.
- Determine what goods sell best to commercial businesses and consumers.

- Conduct market research to learn about the demand for different goods. Convince retailers to carry their products.
- Ensure inventory maintains optimal levels.
- Maintain all relevant merchandising communication, order files, reports etc. required for processing orders efficiently.
- Travelled to market, visited vendors and assisted buyers with merchandise selection.

### 3. Credit Officer (September 01, 2016 – February 14, 2018)

#### **Ambala Foundation (NGO)**

Company Location: Head Office, Shaymoli, Pchiculture, D haka, Mohammadpur-1207.

Department: SME

#### Core Responsibilities

- Review loan requests.
- Assess clients' financial status.
- Evaluate creditworthiness and risks.
- Contact clients to gather financial data and documentation.
- Analyze risks and approve or reject loan requests.
- Calculate financial ratios (e.g. credit scores and interest rates).
- Set up payment plans.
- Maintain updated records of loan applications.
- Follow up with clients about loan renewals.
- Monitor progress of existing loans.

#### **Academic Qualification**

<b>Masters of Social Science, Economics</b>	<b>2015</b>
University of Dhaka	
CGPA- 3.06 (Out of 4.00)	
<b>Bachelor of Social Science, Economics</b>	<b>2014</b>
National University	
CGPA- 3.10 (Out of 4.00)	
<b>Higher Secondary Certificate, Humanities</b>	<b>2010</b>
Shohid Bul Bul Govt. College, Pabna, Under Board of Rajshahi	
GPA- 4.60 (Out of 5.00)	
<b>Secondary School Certificate, Humanities</b>	<b>2008</b>
Santhia Pilot High School, Santhia, Pabna, Under Board of Rajshahi	
GPA- 3.75 (Out of 5.00)	

#### **Awards and Achievements**

- “Best Student Award” based on quiz contest organized by Zila Porishod Pabna 2011.

#### **Professional Training**

- 6 months training in “ Computer Office Application ” under “Bangladesh Technical Education Board, Dhaka”
- 15 days training in “Learning in English organized by British Council, Dhaka.”

## Field of Specialization

- Excellent presentation, communication and report writing skill
- Good at Microsoft Office (MS Word, MS Excel and MS Power point).
- Energetic, Quick learner and sincere.
- Strong communication and interpersonal skills.
- Ability to work under pressure.
- Dynamic, motivated, self-driven and pro-active.
- Capacity to lead and give concrete support to team members.

## Language Proficiency

- English : Acceptable in speaking, reading & writing.
- Bengali (Native language) : Fluency in speaking, reading & writing.

## Personal Details

Father's Name : Md. Moslem Uddin Pk.  
Mother's Name : Mst. Rizia Khatun  
Date of Birth : 01 July, 1992  
Gender : Male  
Marital Status : Single  
Nationality : Bangladeshi  
National Id No. : 3271731378  
Religion : Islam  
Permanent Address : Vill: Shalghor, P.O: Santhia-6670, P.S: Santhia, Dist: Pabna  
Current Location : Falcon Home Saydul HN: 9/6/A, Flat No-B-1, Garden Street, Shaymoli, Ring Road, Post: Mohammadpur, P.S: Adabor, Dhaka-1207

## References

### 1. Md. Hafiz Iqbal

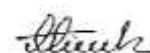
Assistant Professor  
Department of Economics  
Govt. Edward College, Pabna  
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Relation: Academic

### 2. Md. Mokter Hossain

Senior Assistant Vice President  
Social Islami Bank Ltd.  
Head office, City Center, Motijheel, Dhaka.  
Phone Number: +880 1818236718  
E-mail: [mokter872@gmail.com](mailto:mokter872@gmail.com)  
Relation: Relative

## Certification

I the undersigned certify that to the best of my knowledge and belief this resume correctly describes qualifications and myself.



Md. Robiul Islam