



Shibly Qureshi

Administration / Customer Service / Branch Management / MBA & BBA

Contact Info



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B-2/F-17, Shantikunjo, Zoo Road,
Mirpur 1, Dhaka

Academic Qualification



EMBA in North South University
Human Resource Management
3.03 out of 4.00 Year: 2022



BBA in University of Asia Pacific
Finance
3.58 out of 4.00 Year: 2011



HSC in **Business Studies**
Dhaka Board
4.50 out of 5.00 Year: 2007



SSC in **Science**
Sylhet Board
3.94 out of 5.00 Year: 2005

Expertise



Administration



General Accounts Operation



Cost & Budget Management



People Management



Sales Operation



Customer Service Management



Customer Relationship Management



Training & Development

Career Objective

Pursuing a challenging mid-level opportunities in operation or customer service department, preferably demanding any suitable responsibility of branch management, in any renowned organization and grow rapidly with increasing responsibilities.

Career Summary

Around 8 years experienced operation, customer service and branch management professional with having expertise on administration, general accounts operation, cost & budget preparation people management, sales operation, customer service management, customer relationship management and training & development.

Job Experience

Office Manager- Admin

(March 2022- Present)

Alesha Engineering & Services Limited

Core Function:

- Ensure smooth operational activities and keep record
- Organize and coordinate office operational activities
- Main relationship with all stake holder of AESL
- Monitor project activities and take corrective action wherever required
- Prepare monthly report and present to concern authority.

Office Manager- Admin

(September 2021-February 2022)

Alesha Mart Limited

Core Function:

- Establish and implement office procedures and practices
- Attend to general issues and fixing simple problems
- Interact with clients and merchant.
- Organize and coordinate office operational activities.

Associate, Omni Channel Business Operation

(Nov 2014 – Feb 2020)

UAE Exchange Center LLC, UAE

Core Function:

- Supervised and motivate operation team to ensure maximum productivity.
- Evaluated branch performance periodically
- Set individual and branch sales target for each quarter

Skills

- Communication
- Teamwork
- Leadership Skill
- Adaptability
- Presentation Skill
- Time Management

Computer

- MS Word : Advance Level
- MS Excel : Proficient
- MS PowerPoint : Adroit

Language

- Bengali: Native
- English: Good Working Knowledge

Personal Info

Father's Name: Dr. Humayun Kabir Qureshi

Mother's Name: Taruna Qureshi

Date of Birth : 7th September, 1989

Nationality : Bangladeshi

NID : 509 113 4139

Recommendations

- Mr. Azizul Hassan Satter, FCA**
Director, ESS & Partners
Managing Partner, Jobair Satter & Co.
Contact no: +88 0 172 907 1250
Email: a.satter@essadvisory.com
- Mr. Rubaiyat-E-Ashique**
Deputy Secretary, Cabinet Division
People's Republic of Bangladesh
Email: reashique71@yahoo.com

Declaration

I, Shibly Qureshi, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Shibly Qureshi

- Trained & developed the staffs about products and business
- Ensure the effective execution of day to day office administrative issues.
- Maintained good relations with the stakeholders
- Maintained proper documentation & reporting.
- Maintain relation Law enforcement authority and ensure all licenses and legal documentation are up to date.

Assistant Customer Service, Branch Operations

UAE Exchange Center LLC, UAE

(Feb 2012 – Oct 2014)

Core Functions:

- Provided front line services to the customers
- Maintained a good relationship with customers
- Dealt with and solved customer problems

Achievements:

- Got Service Excellence Award
- Achieved ACPP (Annual Corporate Planning Process) target for consecutive 02 years.

Training

On the job training from UAE Exchange Centre LLC:

- Customer Service & Sales Training
Duration: 01 Day
- Compliance & Risk
Duration: 01 Day

Training obtained from Cisco Networking Academy:

- Introduction to Cyber security
Online training from GP Academy

Training obtained from Standard Chartered Bank:

- Customer Due Diligence
Duration: 01 Day
- Sanctions
Duration: 01 Day
- Anti-Money Laundering and Counter Terrorist Financing
Duration: 01 Day

Training obtained from The Corporate Coach:

- Sales Mastery- Proven Corporate B2B sales strategies & Techniques
Duration: 03 Days

Training obtained from Spike Story:

- Branding Through Digital Marketing
Duration: 03 Days

Training obtained from SME foundation:

- E-Commerce for SME's
Duration: 03 Days

Volunteer Activities: Bangladesh Red Crescent Society (3 months)

- Covid- 19 Vaccination Program