



❖ Contact

512, Sayed Manjil, South Alekanda,
Ward No. 13, Barisal-8200

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E-mail:

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❖ Personal Info

Father's Name: Md. Zahangir Alam

Mother's Name: Sajeda Alam

Permanent Address:

Koruakati, Ward No: 02, P/O: Nalcity,
Jhalokati

Date of Birth: July 21, 1992

Gender: Male

Marital Status: Unmarried

Religion: Islam (Sunni)

Nationality: Bangladeshi

Blood Group: O "Positive(+)"

❖ Skills & Competencies:

Core Personal Skill:

- Negation skill
- Event Planning
- Calculative risk taking ability
- Ability to work under pressure
- Adapt to new environmental change
- Leadership skill
- Legitimate administration of time & resources
- Decision Making
- Communication skill

Digital Competence:

- Microsoft Office- Advanced
- Information and communication (Internet Marketing Research)
- Graphic Design
- Data Collection, Online Data Entry
- Data Driving & Data Analysis : SPSS

Language Proficiency:

- **Bangla** – Native Language
- **English** – Profficient
- **Hindi/Urdu** – Basic

MD. SEFAT- UL- ISLAM

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Career Summery

Dedicated & passionate aspirant with more than three years' experience in sales, customer management, corporate negotiation & relationship maintenance seeking a new career path with an organization that allows me to apply my experiences, academic knowledge, corporate training, and sales management skills to increase profits and bolster growth to drive positive change in my community.



Work Experience

➤ Customer Relationship Officer

Barishal, Bangladesh
Feb, 2019 – Continuing

Berger Paints Bangladesh Ltd.

- Arrange & attain meetings with Govt. Officials & Corporate Clients
- Dealing with customer's problems & complaints
- Products & offerings briefings to potential clients.
- Monitoring all ongoing & upcoming Govt. & Non-Govt. mega projects
- Build up & maintain a profitable relationship with the customers.
- Maintaining good liaison with Govt. & Non-Govt. personnel

➤ Executive- Marketing

Barishal, Bangladesh
May, 2018 – Feb, 2019

MEP

- Managing clients & distributors to ensure long term business
- Keeping liaison with actual & potential buyer for profitable relationship
- Dealing with products price quotation & business negotiation
- Responsible for proper follow up of distributor target achievement
- Committed with the timeline for task completion
- Co-ordination with other sales support department to ensure quality services



Education

Masters of Business Administration (MBA)

University of Barishal

Major Concern: Marketing

Passing Year: 2016

Result: CGPA 3.52 (Out of 4.00)

Bachelor of Business Administration (BBA)

University of Barishal

Major Concern: Marketing

Passing Year: 2015

Result: CGPA 3.27 (Out of 4.00)

Higher Secondary Certificate (HSC)

Amrit Lal Dey College (Barishal Board)

Major Concern: Business Studies

Passing Year: 2010

Result: GPA 5.00 (Out of 5.00)

Secondary School Certificate (SSC)

Barishal Zilla School (Barishal Board)

Major Concern: Business Studies

Passing Year: 2008

Result: GPA 5.00 (out of 5.00)

❖ Research Interest:

- SME Financing
- Innovation
- Corporate Social Responsibility - (CSR)
- Customer Relationship Management – (CRM)
- E-Commerce

❖ Areas of Interest:

- Travelling
- Networking
- Community Buildup
- Customer Service
- Research & Analysis
- Innovation

❖ Voluntary Works:

- Blood Donations
- Managing Blood Donors
- Tree plantation
- Fund raising
- Human Rights
- Environment Movements

❖ Hobbies:

- Sports
- Movies
- Music
- Business Articles



Academic Distinction

Talent based Scholarship on the basis of SSC result from Barisal Education Board 2008



Training

In-House Trainings:

- **ITES Foundation Skills Training on Graphic Design:** Conducted by Bangladesh Computer Council (BCC), ICT Division under LICT Project on Graphic Design & Certified by George Washington University, USA
- **Computer Application Course (CAC):** Conducted by Rongon Computer Training Institute on Microsoft Word, Excel & PowerPoint; Internet & Troubleshooting
- **Art of Selling & Product Knowledge Training:** Participated in Art of Selling & Product Knowledge Training conducted by Berger Paints Bangladesh Ltd.
- **Internship – Sonali Bank** (In BBA Program)
- **Internship - Agora Superstores Limited** (In MBA Program)

Online Trainings:

- **The Fundamentals of Digital Marketing** conducted by Google Digital Garage
- **Microsoft Excel Basics** conducted by Robi- 10 Minute School & MuktoPaath
- **Digital Citizenship** conducted by Bangladesh Youth Leadership Center
- **Art of Public Speaking** conducted by Bangladesh Youth Leadership Center
- **Corporate Grooming** conducted by Robi- 10 Minute School & MuktoPaath
- **Writing Professional Emails** conducted by Bangladesh Youth Leadership Center



Extra Curricular Activities

- President of Barisal University Marketing Association (BUMA)- (2016-2018)
- Member of Barisal University Central Cultural Committee- (2014-2018)
- Member, Barisal University Career Club (BUCC)- (2017-2018)
- Member, Barisal University Tourist Society (BUTS)- (2017-2018)
- Active member and Donor of Blood donating organization Badhon & Barisal's Blood Donor's Club (BBDC)
- Active member of Marketing Department Cricket and Football team



References

Md. Mehedi Hassan

Assistant Professor & Chairman
Department of Marketing
University of Barisal

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Md. Mazharul Islam

Branch Manager(BM)
Barisal Sales Depot
Berger Paint Bangladesh Ltd.

Contact No.: +8801711297829

E-mail: mazharul@bergerbd.com

I hereby declare that all the information mentioned above are my own and true to the best of my knowledge and belief.

Signature
(Md. Sefat- Ul- Islam)