

**RESUME  
Of  
MD. ARMAN HOSSAIN**

Address: 105/kha/1, West Agargaon, Sher-e-Bangla Nagar, Dhaka

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**Career Objectives:**

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I will be able to seek an opportunity to broaden my existing skills and to develop my potential to achieve corporate goal. An exciting and creative position in an organization where there is opportunity to work with people to build a better career.

**Career Summary:**

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Having working experience in reputed organizations. Extremely service oriented with a unique combination of inter personal skill, strategic thinking ability and result oriented. Having and can do attitude and a dynamic approach to problem solving with the ability to think and take decisions in a timely and effective manner with a good leadership quality.

**Employment History:**

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**Total Year of experience: 3.7 Years**

**1. Current Position: Executive (HR & Admin)**



**Company: Minister Hi Tech Park Ltd.**

**Duration: November 17, 2019 – Continuing**

- Maintain General HR activities.
- To maintain salary process and all related work in payroll.
- Updating and maintaining payroll records.
- Coordinate sourcing and attracting candidates by using databases, BD Jobs, Kormo, News Paper & social media.
- To maintain the employee's Personal file with all related papers as up-dated and maintain records in HRIS.
- Organize and co-ordinate orientation/ Induction programs for all new entrants and intern students in the company.
- To maintain and check field force locator.
- Assisting the seniors in various HR related activities.
- Work on ERP Software.

- Monitoring the transport & the driver.
- Coordinate monthly, annually meeting.
- Perform any task assigned by the Department Head.

## 2. Position: HR Officer

**Company: Enam Medical College & Hospital**

**Duration: January 01, 2019 – October 31, 2019**



- Preparing or updating employment records related to hiring, promoting, and terminating.
- Explaining human resources policies, procedures, laws, and standards to new and existing employees.
- Ensuring new hire paperwork is completed and processed.
- Informing job applicants of job duties, responsibilities, benefits, schedules, working conditions, promotion opportunities, etc.
- Addressing any employment relations issues, such as work complaints and harassment allegations.
- Processing all personnel action forms and ensuring proper approval.
- Overseeing hiring process, which includes coordinating job posts, reviewing resumes, and performing reference checks.

## 3. Position: Customer Care Executive

**Company: Shohoz.com**

**Duration: October 01, 2015 – September 30, 2017**



- Answer incoming calls and respond to customer's emails Management and resolve customer complaints.
- Sell Ticket and confirmed customer orders in the computer system.
- Identify and escalate issues to supervisors.
- Provide bus route information to customers.
- Research, identify, and resolve customer complaints using applicable Software.
- Document all call information according to standard operating Procedures.
- Recognize, document, and alert the management team of trends in Customer calls.
- Follow up customer calls where necessary.
- Complete call logs and reports.
- Other duties as assigned.

### Professional Expertise:

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- Expertise in people management & process development.
- Good presentation/Communication skills.
- Planning & organizing ability.
- Effective decision making & problem solving capacity.
- Outstanding flexibility & adaptability with changes.
- Expertise in strategies development for different work channels.
- Proven ability to increase revenue & growth for the company.
- Adept at leading and training field forces & teams

### Academic Qualification:

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Exam Title	Concentration/Major	Institute	Result	Pass. Year	Duration
Bachelor of Business Administration (BBA)	Human Resource Management	Bangladesh University of Business and Technology	CGPA:3.15 out of 4	2018	4
HSC	Business Studies	Dhaka Commerce College	CGPA:4.4 out of 5	2013	-
SSC	Business Studies	Sher-e-Bangla Nagar Govt. Boys High School	CGPA:4.94 out of 5	2011	-

### Language Proficiency:

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Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	High	Medium

### Field of Specialization:

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- HRIS/ HR Database Management
- HR Operations
- HR & Training
- HR Operations
- Payroll Processing

- Recruitment & Selection
- People Management skill

#### Personal Details:

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Father's name : Humayon Kabir  
Mother's name : Josna Begum  
Date of birth : 23-10-1995  
Gender : Male  
Marital Status : Unmarried  
Nationality : Bangladeshi (By birth)  
Religion : Islam  
Permanent Address : 105/Kha/1, west Agargaon, sher-E-Bangla Nagar.  
Dhaka-1207  
Current Location : Dhaka

#### Reference (s):

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##### Reference: 01

Name : Mohammad Badrul Alam Chowdhury  
Organization : Minister Hi-Tech Park Ltd.  
  
Designation : Assistant Director  
Mobile : +8801971300735  
E-Mail : [Shoaib.myone@gmail.com](mailto:Shoaib.myone@gmail.com)  
Relation : Professional

##### Reference: 02

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Academic



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Signature