

MOHAMMAD SHADIQUL ARAFIN



CONTACT

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LANGUAGES

- Bengali – High (L+R+W+S)
- English –High (L+R+W+S)
- Hindi – High (L+S)

OBJECTIVE

Building up a challenging and rewarding career in organization that provides striking career advanced within the extent of competitive and dynamic environment and face challenging opportunities with sincerity, punctuality, commitment, self competency and hard work.

WORK EXPERIENCE

1. Senior Counselor, (October 01, 2016 - Till date)

Mondax Global Education Service

Responsibilities:

- ❖ Manage client, Provide error free service, Face to face customer support.

2. Apprentice, (November 26, 2014 - September 25, 2016)

Grameenphone

Responsibilities:

- ❖ Customer service, Work as a trainer, Training provide to new employee for 121(Inbound and Outbound).

3. Front - of - House Manager, (March 01, 2013 - February 28, 2014)

KGB (Malaysia)

Responsibilities:

- ❖ Customer service, work as a trainer, Training provide to new employee.

4. Marketing Executive, (May 01, 2010 - January 31, 2012)

SAR Commercial Sdn Bhd. (Malaysia)

Responsibilities:

- ❖ Meeting arrangement, Field work, Sales & Marketing

EDUCATION

Bachelor of Business Administration (BBA)

Institute : Royal University of Dhaka

Major : Marketing

Result : 3.63 (till last semester)

Status : Appeared

Higher Secondary Certificate (HSC)

Institute : Government Shahid Suhrawardy College

Passing year : 2015

Subject : Humanities

Result : 3.42 out of 5.00

Secondary School Certificate (SSC)

Institute : Khilgaon Government High School

Passing year : 2006

Subject : science

Result : 4.38 out of 5.00

PROFESSIONAL SKILLS

Muktopaath (E- Learning Platform)

Course Completed :
Communication Skills,
Presentation Skills,
Project Management,
Corporate Grooming.

REFERENCES

Mostazuddula Shuvo
CEO,
Mondax Global Education Service
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Md. Samiul Arafin
IT Consultant, CPTU, IMED
Ministry of Planning, Bangladesh
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COMPUTER SKILL

- MS Office Packages
- Email
- Google Search
- Digital Marketing
(Facebook, SMS)

SPECIALISATION

- Counseling
- Market Research
- Trainer
- Customer Service
- Customer Satisfaction
Survey

HOBBIES & INTEREST

- Traveling
- Bike Tour
- Google Search
- Watching Thriller Movies
- Playing Guitar
- Playing Cricket
- Singing

EXTRA CURRICULAM

- ❖ **Admin** of Bikers of Bangladesh
- ❖ **Moderator** of Runner Turbo Riders
- ❖ Bike review

PERSONAL DETAILS

Father's Name : Mohammad Shamsul Arafin
Mother's Name : Shahera Akter
Permanent Address : Mymensingh, Gafforgaon, Ansernagor, Khurshid
Mohol
Date of Birth : 24 March, 1991
Nationality : Bangladeshi
Marital Status : Married
Blood Group : B+

DECLARATION

This is certify that , I make above statement which is true to the best of my knowledge.

Signature :



Mohammad Shadiqul Arafin