

MUHAMMAD ARHAM HOSSAIN BHUIYAN

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Career Summary:

- Working as Executive at S. I. Chowdhury & Co. Ltd (Sicho Group) & have 07 years' experience in Accounts, Logistics Service, Shipping and Forwarding, Customs Clearing, Reporting & Documentation, Customer Service, & Sustainable Business Development arena.
- Accomplished all the personal target & functional role as well as took part in Cross-functional activities with job enlargement & enrichment as well as diversified job responsibilities.
- A result-oriented professional, driven by the desire to excel in business by utilizing new concepts, along with expertise in sustainable business development & channel development.

Career Objective: To serve in a reputed organization & assure functional excellence for scalable growth.

Proficiencies:

- Team Management
- Decision Taking
- Communication & Coordination
- Client assessment and analysis
- Customer Service
- Public Relation

Working Experience:

1. **Name of the Organization:** S. I. Chowdhury & Co. Ltd (Sicho Group)

Designation: Executive

Key Account Manager of Operation & Customer Services

Duration: Jun 2020 to Present



Responsibilities:

- Ensure Planning, Implementing Monitoring, and Controlling of daily C&F activities.
- Coordinate with suppliers, C&F teams and undertake, shipping guarantee, authorization letter, shipping letter all the requirement activities for sea/air shipments to facilitate clearance for consignments from port.
- Import activities follow up, monitor the daily work, progress of FWD & C&F, collect the customs duty figure and ensure the pay order. Sometimes it can be through by Revolving A/C or RTGS.
- Follow up the shipment tracking and provide feedback to clients for timely shipment.
- Ensure handling of import cargoes on time to avoid demurrage and all other additional costs.
- Check all import related documents required at different levels (Commercial invoice, packing list, challan, vehicle receipt & bill of lading) confirming if remain fault.
- Providing updates to several clients on regular basis of every shipment.
- Requisition the port charges by Revolving A/C & shipping charges.
- After completing delivery collects all the relevant charges occur from beginning to end of the shipment and then submit to clients.

2. **Name of the Organization:** Escape Bangladesh Limited

Designation: Executive, Customer Services & Operations

Duration: Oct 2017 – Sep 2018



Responsibilities:

- Preparing & sending meeting minutes to management.
- Communicate & correspondent with foreign & local customers, EPC contractors, Logistics companies.
- Working in tight deadlines and maintaining close follow ups with clients especially through emails.
- Preparing RFQ, collecting and sending quotation, negotiating, preparing comparative statements (CS) & taking approval for purchasing of materials.

- Handling all the operational activities as per management decision.

3. Name of the Organization: Skycomex International Courier Service (FWD & Logistics)



Designation: Jr. Executive – Customer Service

Duration: Sep 2014 – Feb 2016

Responsibilities:

- Collect the export documents from the clients and accordingly handover to designated agents.
- Follow up the shipment status from various courier companies and inform to the clients.
- Collects bill for the shipment purpose and handover to company accounts.

Internship: 03 Months Intern (Marketing & Commercial Department) at Excelsior Shoes Ltd. (EPZ, Chattogram)

Successful Project Cargo Handling:

- Multi Lane Road Tunnel under the river of Karnaphuli, Chattogram.
- First Dhaka Elevated Expressway Project. • Padma Bridge Railway Link Project.
- BNS Sheikh Hasina Project. • Ghorashal Polash Urea Fertilizer Project.
- Unique Meghnaghat Power Plant Project. • Shahjalal International Airport Expansion Project.
- Dhaka Water Supply Network Improvement Project (Dhaka Wasa) • Siemens Meghnaghat Substation Project.

Training Details:

- 03 Months Training at Pahartali Textile & Hosiery Mills Ltd. (Ispahani Group) in 2017
- 15 Days training on Supply Chain Management by BiMS in 2018
- Online training on Logistics & Shipping in 2020.

Academic Qualification:

- MBA in Supply Chain Management from International Islamic University Chittagong (IIUC) in 2019 with CGPA 3.813 out of 4.
- BBA in Supply Chain Management from International Islamic University Chittagong (IIUC) in 2017 with CGPA 3.51 out of 4.
- HSC in Business Studies from Siddeshwari Degree College in 2012 with GPA 4.30 out of 5.
- SSC in Science from Hatey Khari School & College in 2010 with GPA 4.56 out of 5.

Personal Details:

Date of Birth: 01 June 1995

Permanent Address: Kalamia Bhuiyan Bari, Kesharpar, Senbagh, Noakhali.

Computer Skill: Sound in Microsoft word, Excel, PowerPoint presentation, Email and Internet Browsing.

Language: Fluent in Bangla and English. Hindi- Well in oral.

References:

- **Dr. Kamal Uddin**, Professor & Chairman, Department of International Relations, Chittagong University
- **Barrister Anisul Hassan**, Advocate at Supreme Court of Bangladesh, email: anis@siaaallaw.com, Mobile no: +8801755-606972

(Muhammad Arham Hossain Bhuiyan)