

CONTACT ADDRESS

C/O: Mr. Rafi

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Rampura, Amber Preparatory
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www.linkedin.com/in/imr
(Linkedin)

AREA OF SKILLS

- ✓ SAP
- ✓ Customer Support
- ✓ SAP SD Module
- ✓ Supply Chain Operation
- ✓ Procurement
- ✓ Sales Operation
- ✓ Customer Relationship
Management (CRM)
- ✓ M.S Excel, M.S Word, M.S P. P

LANGUAGES

Bangla - (Native)
English - (Professional Working)

TRAINING & COURSES

- ✓ SAP SD Module Training
- ✓ MS Office Training
- ✓ CRM Training
- ✓ Order Management Training
- ✓ Public Speaking Training
(Fiovana)

MAHMUD HASAN (RAFI)

Officer-Supply Chain & Procurement Operation at BASF



CAREER SUMMARY

Having more than 5 years' experience in multinational building materials manufacturing company (e.g.) Holcim Cement (Bangladesh) Ltd. and Chemical Manufacture Company (e.g.) BASF Bangladesh Limited focusing on sales support from back office, Negotiation, Business Planning, Business Development, and procurement, supply chain & Customer Satisfaction.

WORKING EXPERIENCE

BASF (BANGLADESH) LIMITED

SAM Tower, (Level 7), House # 4, Road # 22, Gulshan- 1, Dhaka.

Officer – [Supply Chain & Procurement Operation]

Since 1st April 2018-

- Operate SAP system to create Customer, sales orders and Indent Order in accordance to customer requirements
- Collect quotations from various vendors and suppliers, negotiate with parties to minimize price offers
- Prepare RFQ, CS, purchase order, invoice and others for the smooth operation of department
- Receive quotation, requisitions, samples, challans, bills and so on
- Purchase material as per the requirement and instruction of departments/units
- Prepare PO, PR in the SAP system and keep proper records in the SAP and our local Database as well.
- Collaborate with customers, vendor, sales team & finance department to ensure accurate invoicing and timely payments
- Track sales by segments and provide analysis for the purposes of forecasting, trending, presentations, incentive and internal reporting.

LAFARGE-HOLCIM BANGLADESH LIMITED

227/A, Nina Kabbo, 7th Floor, Gulshan Link Road, Tejgaon, Dhaka.

Customer Support Officer – [Sales Operation]

March 2014 - March 2018 (4 years 1 month)

- Operated SAP system to create Customer, quotations, sales orders, and invoices in accordance to customer requirements
- Ensured up-to-date customer data in SAP system (SD) Module
- Proactively supported sales managers and sales team, customers where needed
- Collaborated with customers, Sales Team & Finance department to ensure accurate invoicing and timely payments
- Provisioned of company brochures, technical information leaflets, advertising & marketing material, and corporate gifts to customers
- Documented customer feedback and prepare clear & concise reports for the Sales and Technical Department
- Coordinated communication of market related issues to sales manager and sales director to ensure seamless flow of information.

EDUCATIONAL BACKGROUND

Royal University of Dhaka

Bachelor's Degree, Computer Science & Engineering · (2015 - 2019)
(CGPA - 3.25 out of 4)

Dhaka Polytechnic Institute, Tejgaon, Dhaka

Diploma, Chemical Engineering · (2009 - 2015) – CGPA - 2.83 out of 4

Ahmed Ali Memorial High School, Madhupur, Tangail

Secondary School Certificate, Science · (2009) – GPA - 4.50 out of 5

PERSONAL INFORMATION

Nick Name	:	Rafi
Father's Name	:	Fazlul Haque
Mother's Name	:	Hanufa Begum
Date of Birth	:	16 th May 1993
Sex	:	Male
Marital Status	:	Married
Nationality	:	Bangladeshi
Religion	:	Islam
National ID Card No.	:	3747889313
Permanent Address	:	C/O: Fazlul Haque, Road: Goma Bus Stand, Vill: Bakerkona, P.O: Gangair Bazar, P.S: Madhupur, Dist: Tangail.

REFERENCE (S)

Major S M Khalid (Retd.)

Head of Business (Construction Unit)
BASF Bangladesh Limited
SAM Tower (Level 7), Ho#4, Road #22 Gulshan-1, Dhaka-1212
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M Abu Hasib Ron

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MAHMUD HASAN

Date: 5th February, 2020