



## Md. Shazzadur Rahman

Hashem Villa, Hasnabad Housing, South Keraniganj, Dhaka-1311

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### Career Objective

To pursue a career in a challenging environment where hard work, strict discipline, good communication and creative problems are the ingredients of the environment which ultimately leads to the success and where there would be enough scope for enhancing my knowledge and developing myself.

### Career Summary

Working in Sales & Leadership more than 05 years, starting from handing customers directly and now monitoring a large sales team. Monitoring, coaching, training & motivating all of the team members to achieve the sales target along with presenting all things properly through reporting to management.

### Highlights

- Team Management
- Sales Skills
- Retail Management
- Sales Drive
- Planning & Execution
- Excel Expertise (V Lookup, Pivot, Index Match)
- Power Point Presentation Skills
- Product Training
- Problem Solving Capability
- Training Material Development

### Work Experiences

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**Samsung Experience Consultant Team Leader**  
**Samsung Mobile Bangladesh**  
**Under Platoon Limited Payroll**

**Job Duration**  
**2014 – 2016**

#### Roles & Responsibilities:

- Supervision & maintenance of team with leadership troubleshoot problems & take action plan & decision.
- Prepare product or service reports by collecting and analyzing customer information
- Attracts potential customers by answering product and service questions; suggesting information about other products and service
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; following up to ensure resolution
- Prepares product or service reports by collecting and analyzing customer information
- Assigned the sales target and planning necessary actions for the achievement
- Contributes to team effort by accomplishing related results as needed
- Market Communication System (MCS) software maintain daily basis's
- Maintains customer records by updating information
- Handle operational functions and maintain necessary data and documents

**POS Operator**  
**Gazi Sincere Service**  
**ACI Bangladesh**

**Job Duration**  
**2012 – 2014**

**Roles & Responsibilities:**

- Offer Good customer Service by accurate pricing increase & decrease.
- Ensure sale and signage is accurate and precise
- Manage scanning policies and procedures
- Document new items, sales and price change
- Ensure stocking of store on signing supplies
- Extend Second level of POS support
- Diagnose and resolve PC problems from software bugs to hardware malfunctions
- Troubleshoot with associates
- Ensure completion of task list and problems are attended to in Managers absence
- Handle operational functions of polling store data
- Communicate in a language easily understood by store associates
- Deal with retail field, vendors, peers and supervisors

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**Education**

**Higher Secondary Certificate (HSC)**

**2007**

Dhaka Science College  
Dhaka Board, Science, G.P.A. 4.8 (5.00 basis)

**Secondary School Certificate (SSC)**

**2004**

Motijheel Model High School  
Dhaka Board, Science, G.P.A. 3.69 (5.00 basis)

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**Computer Skills**

- Familiar with Windows 7, 8 & 10 Operating System.
- Expertise on Excel; specially V Lookups, Pivot Table etc.
- Expertise on MS Word & MS Power Point.
- Writing Formal Official Letter and Mails.

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**Strengths**

- Able to act on initiative, identify opportunities, plan activities & carry them through effectively and to influence and convince others, to discuss and reach agreement
- Presents a strong, professional, positive image to others which inspires confidence & commands respect
- Hard worker and quick learner and ability to assume responsibility
- Adapt successfully to changing situations & environments
- Good presentation ability

## Interests and Hobbies

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- Socializing with friends and family, watching TV (news and documentaries), playing football, reading non-fiction books, maths, solving puzzles, pencil sketch etc.

## Language Proficiency

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- Fluently speaking, reading & written in Bengali
- Fluently speaking, reading & written in English
- Fluently able to speak in Hindi.

## Personal Information

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Father's Name	: Md. Habibur Rahman
Mother's Name	: Shamsunnahar Begum
Permanent Address	: Vill-, charbhui P.O- Haturia, P.S- Gosairhat, Dist- Shariatpur
Date of Birth	: 31 <sup>st</sup> March 1988
Sex	: Male
Marital Status	: Single
Blood Group	: A+
Religion	: Islam
Height	: 5' 8"
Nationality	: Bangladeshi (By birth)

## References

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<b>Saiful Islam Saif</b>	<b>Nirzon Ahmed</b>
<b>Senior Executive</b>	<b>Huawei Brand consultant Team Leader</b>
<b>Symphony Mobile</b>	<b>Huawei Mobile Bangladesh</b>
<b>Edison Electronics</b>	<b>Cell- 01677897043</b>
<b>Cell- 01675132666</b>	