

# Curriculum Vitae

## Mohammed Ashaduzzaman

Mob: 01962-400945  
E-mail: ashad2528@yahoo.com



### Career Objective

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To serve in a responsible managerial/administrative position at a well-structured organization and successfully apply acquired managerial and interpersonal skills to enhance organizational efficiencies.

### Key Strength

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I can offer excellent communication, interpersonal and a good sense of humors reliability and a real desire to achieve personal ambitions.

### Career History

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1. **Working in Orascom Telecom Bangladesh Ltd (Banglalink) as a Careline Officer under Customer Care Department from January 20, 2013 to till date.**

#### Responsibilities:

- Handle customer inquiries telephonically
- Research required information using available resources
- Manage and resolve customer complaints
- Provide customers with product and service information
- Enter new customer information into system
- Update existing customer information
- Identify and escalate priority issues
- Route calls to appropriate resource
- Follow up customer calls where necessary
- Document all call information according to standard operating procedures
- Complete call logs
- Produce call reports.

2. **Worked in Maxwell Electronics Ltd as a Computer Operator from 19.09.2011 to 28.05.2012.**

**Responsibilities:**

- Prepare every day sales report in Excel Sheet
- Prepare every day buy report in Excel sheet
- Prepare all kind of expenses.
- Will have to organize and maintain disks and files and as a result should have good organization skill.

**3. Worked in Total Communication Ltd Member of Dhaka Stock Exchange Ltd. as an Executive Officer from May 1, 2010 - December 31, 2011.****Job Responsibilities**

- Maintain Account, Cash & check receive and payment in excel.
- Maintain Clint's portfolio statement.
- Giving Customer service, their account details, ledger details and any other market related information.
- Maintain Buy and Sell order details up to date

**Academic Qualification**

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<b>MBS (Masters of Business Studies)</b> Marketing, Industrial Marketing, Global Marketing, Consumer Behavior	National University	2 <sup>nd</sup> Class
<b>B.com(hons)</b> Marketing, Industrial Marketing, Business Communication, Finance	National University	2 <sup>nd</sup> Class
<b>Higher Secondary Certificate in Commerce</b> Accounting, Management, Economics	Dhaka	2 <sup>nd</sup> Division
<b>Secondary School Certificate in Science</b> Physics, Chemistry, Biology	Dhaka	1 <sup>st</sup> Division

## Personal Details

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Father's Name : Md. Abdus Sattar  
Mother's Name : Mrs. Shamsun Nahar  
Permanent Address : 1/41 East Bashabo, Dhaka-1214  
Date of Birth : 13/08/1984.  
Marital Status : Single  
Blood Group : B (Positive)

## Interests

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- Internet Browsing, Traveling,
- Reading Novels, Football.

## Language Competency

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- Bangla- Mother tongue  
English- Fluent both in speaking and writing

## Other Skills

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Internet browsing, Adobe Photoshop and Adobe Illustrator.

## Reference

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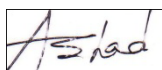
### Mohammad Faisal Hossain

Manager Finance  
Total Communication Ltd.  
Member: Dhaka Stock Exchange Ltd.  
18, Erectors House(2<sup>nd</sup> floor)  
Kamal Ataturk avenue, Banani  
Dhaka-1213.  
Mob: 01919-088705, 01552-486563.

### Md. Shahanara Akter

Sr. Officer, Foreign  
Exchange  
Jibon Bima Tower  
Eastern Bank Limited  
Motijheel  
Mob: 01920-939850.

## Thanking You



Md. Ashaduzzaman