



CURRICULUM VITAE

Anamul Hoque

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Objective:

Explore the dynamic world of business and to use best of sales and customer care skills in a challenging work environment for the fulfillment of corporate as well as personal goals.

Work experience:

KTM Middleeast. Al Shafar Group Dubai UAE. Worked as a parts Advisor form March 2011 till now.

Harley-Davidson of UAE. Al Masood Group UAE. Worked as service assistant from August 2004 to March 2006 and later was promoted to parts consultant till March 2011.

Educational Qualification:

Passed Secondry school through Andhra Manik high school in 1997.

Higher Secondary school certification from Imam Guzzle degree college in Chittagong, Bangladesh From 1997 to 1999.

Computer skills:

- Focus RT and V6.003(international)
- Kerridge MIS (Ver.8.0) with Stock Management Module, Purchase Control, POS, CRM
Sales Ledger, Purchase Ledger, Document Retrieval
- Computerized Accounting.

My Major job responsibilities:

- Reporting to Operations Manager.
 - Place order for customers, involving verification through Electronic Catalogs
Correct costing of the stock being entered in to system.
 - Stock transfer to other locations.
 - Arranging stock in allotted bins and keeping proper record of bins.
 - Customer cash/credit card invoicing through POS.
 - Filing the Store Receive Vouchers and providing Accounts Department with complete set of Invoices for proper recording.
 - Equipment Hiring for proper and safe loading/unloading of Stocks
 - Follow-up with Logistic companies such as DHL, UPS etc.
 - Ensure appropriate Stock Levels to facilitate customers demand and
 - Keep close eye on slow-moving/dead stock items
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- Receive and process incoming and outgoing mails, through MS Outlook.
 - Store and retrieve data on computers.
 - Maintain client relation and ensure customer satisfaction also update and feed relevant information in to CRM.
 - VISA card machine operation with batch settlement.
 - Submit daily sales report and Cash handing over to Office Manager.
 - Keeping Trace Back Orders.
 - Reservation of customers order and follow up.
 - Warranty/Insurance Invoicing from POS.
 - Job Card preparation for Bike service/maintenance by writing Past Number and Service Hours.
 - Handing over requested Parts to the Service Writer for Service Jobs.
 - Ordering parts and accessories on a dedicated website (HD NET) Harley-Davidson Network.
 - Receiving Parts stock after physical verification with invoices and purchase

Personal Information:

Date of Birth: 20-April-1982

Place of Birth: Chittagong, Bangladesh.

Driving Licence: Valid UAE driving licence.

Languages Known: English, Hindi, Bangli, Arabic and Urdu.

Hobbies:

Riding, cricket.