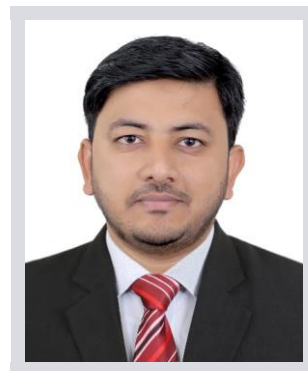


## MD DIDARUL ALAM

Address: House No #398, Road No#10, Chandgaon R/A Chittagong, Chandgaon, Chattogram  
Primary Mobile No: 01710524524  
Secondary Mobile No :01610524524  
Primary Email : rafi.ncg@gmail.com  
Linkedin Profile : <https://www.linkedin.com/in/md-didarul-alam-909508111/>



### **Career Objective:**

I want to see myself as a leader in professional life. Eager to learn & achieve my goal.

### **Career Summary:**

Worked at Grameenphone customer service manager & Corporate Sales at Runner Motors LTD(Continuing)

### **Special Qualification:**

Modern office management and computer application course By Bangladesh youth Development .Practice & Presentation. Skills & Development by Bangladesh Institute Of Theatre Arts(Bita). Basic Automotive Technology By Runner Motors Ltd.  
Sales Excellence Training By Mercuri Goldmann (India) Pvt Ltd .

### **Employment History:**

**Total Year of Experience : 10.2 Year(s)**

#### **1. Sr. Executive Corporate Sales & Dealer Monitoring ( June 30, 2016 - Continuing)**

##### **Runner Motors LTD**

Company Location : Chittagong

Department: Sales & Marketing (corporate Sales & dealer Monitoring)

##### **Duties/Responsibilities:**

Marketing & Sales Vendor products (Indian Volvo Eicher Truck & pick-up, covered Van, Prime Mover ).

**Achievement: 4 Times Foreign Tour Achieved for Excellence sales performance**

#### **2. Customer Service Manager ( December 18, 2011 - June 20, 2016)**

##### **Grameenphone**

Company Location: Maijdee Noakhali & Agrabad, Branch Chittagong

Department: customer service,distribution & retail sales.

**Achievement: 3 Times Employee of the month for highest sales performance & Service**

##### **Duties/Responsibilities:**

1. Front desk customer service with proactively & Sales & promote to the customer about vendor products.
2. Update the audit issue on time.
- 3.Greet walk-in customers in Grameenphone Center and asses their primary need
- 4.Guide them to get right solution instantly & Execute customer request in the system
- 5.Achieve sales target through proactive sales initiative
- 6.Maintain shop operation standard in every interaction with customers
- 7.Achieve CEX target trough warm and friendly behavior
- 8.Capture Insights of Customers in the Lighter CRM as SR

**Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Masters of Business Studies(MBS)	Management Studies	Govt Commerce College(Chittagong)	Second Class	2013	1
Bachelor of Business Studies (BBS)	Management	National University	Second Class	2012	4
HSC	Business Studies	Sonapur Degree College	CGPA:3.5 out of 5	2008	2
SSC	Business Studies	Ahamadia Model High School	CGPA:3.88 out of 5	2006	2

**Training Summary:**

Training Title	Topic	Institute	Country	Location	Year	Duration
Sales Excellence	Be A Professional Salesman	Mercuri Goldmann (India) Pvt Ltd	India	Runner Motors Ltd (Chittagong)	2021	3 month (13 Online Classes)
Induction Motors	Drive line, Engine, & all types of activities of commercial vehicle.	Runner Training School	RUNNER MOTORS LTD	Vhaluka,Mymensing	2016	10 days
Presentation Skills & development training	Practice ,Presentation & Development	Bangladesh Institute Of Theatre (BITA)	Bangladesh	Chittagong	2010	5 Days
Fast Aid Training	Primary steps of any emergency health issues	Bangladesh Red Crecent	Bangladesh	Noakhali	2009	3 Days

**Specialization:**

Fields of Specialization
<ul style="list-style-type: none"> <li>Media Planning/ Media Buying</li> <li>Event/ Campaign Coordination</li> <li>Creative</li> <li>Copy writing/ Script Writing</li> <li>Brand Communication</li> <li>Telecommunication Service</li> </ul>

**Extra Curricular Activities:**

Play Theatre, Tv Drama. Atheletic player. write poem. short story. play jocks,

**Language Proficiency:**

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	High	High

**Personal Details :**

Father's Name	: A K M KOHI UDDIN
Mother's Name	: JANNATUL FERDOUS
Date of Birth	: March 1, 1990
Gender	: Male
Marital Status	: Married
Nationality	: Bangladeshi
National Id No.	: 19907518785000078
Religion	: Islam
Permanent Address	: C/O : Boro Bari, Vill: Badher Hat, Noakhali Sadar, Noakhali Sadar, Noakhali 3800
Current Location	: Chattogram