

S M ZUBAYER HOSSAIN

Address: 316 Road-5, Block -A, South paikpara, Mirpur, Dhaka 1216

Mobile No 1: 01755966806

Mobile No 2: 01515620276

E-mail: zubayerhossain99@gmail.com



Career Objective:

I am continuing to experience various business aspects in different industries over years. Skilled in Market Research, Digital Marketing, Management, Operation, Customer Service and Planning for achieving targets. My objective is to offer my skills and expertise in order to grow and involve in leadership aspect, concentrating on today's fast paced, digitalized business environment in any B2C & B2B industry.

Special Qualification:

Project management/Co-Ordinator, Marketing and Operations, Corporate Marketing, Promotion/Branding, Customer Service, Supply chain, Customer Relationship, Potential customer sourcing, Business Planning & Development, Strategy planning, Logistics and vendor management

Employment History:

Total Year of Experience: 4.9 Year(s)

1. Marketing and Logistics Executive (September 1, 2020 - Continuing)

Green Housing & Energy limited

Company Location: House No: 16, Road No: 7, DIT Merul Badda Dhaka-1212 Bangladesh

Department: Business Development & Logistics

Duties/Responsibilities:

- . Maintain E-commerce & E-learning platform
- . Preparing Marketing plans along with the projects
- . Fixing up the sales target
- . Project sites visit and performance analysis
- . Project monitoring and supervision and provide logistic support
- . Social media marketing and promotion
- . Corporate Client maintaining and organizing
- . Following up and assess the purchase team and vendors
- . Arranging and maintaining logistics support and prepare report for management

2. Business Development Executive (January 4, 2019 - April 30, 2020)

AIE Corporation

Company Location: House 74, Road- 21, Block-B, Banani, Dhaka

Department: Business Development & Marketing

Duties/Responsibilities:

- . Develop and implement a marketing strategy.
- . Visiting potential customers for marketing, demonstrate products and gain new markets.
- . Evaluating customer research, market conditions and competitor data.
- . Monitoring & Supervising projects.
- . Sell products by establishing contact and developing relationships with prospects; recommending solutions.
- . Communicate with customers & maintain long term business relation.
- . Prepare & conduct business communication documents, proposals, presentation.
- . Achieve sales target within a specified market.
- . Market Analysis, Product Promotion, Customer Management Principles, and Practices.
- . Researching organizations and individuals online (especially on social media) to identify new leads and potential new

markets.

- . Maintain relationship and Communication with foreign suppliers.
- . Arrange and monitor foreign suppliers visits and meeting itinerary.
- . Attending conferences, meetings, and industry events.

3. Marketing Executive (January 22, 2018 - March 31, 2019)

AIE Corporation

Company Location: House 74, Road- 21, Block-B, Banani, Dhaka

Department: Marketing

Duties/Responsibilities:

- . Communicate with target audiences and build and develop customer relationships.
- . Help with marketing plans, advertising, direct marketing and campaigns.
- . Organize and attend events such as conferences, seminars and exhibitions.
- . Maintain and update customer databases.
- . Collaborate with managers in preparing budgets and monitoring expenses.
- . Writing copy for all marketing collateral, including brochures, letters, emails and websites.
- . Monitoring ongoing campaign spend against the budget, keeping accurate records and highlighting where variances occur.

4. Call Center Agent (November 25, 2015 - November 3, 2017)

bkash

Company Location: Paragon House, 5 Mohakhali C/A, Dhaka- 1212, Bangladesh

Department: Customer service

Duties/Responsibilities:

- . Answer incoming calls and respond to customer in a timely manner.
- . Management and resolve customer complaints.
- . Identify and escalate issues to supervisors.
- . Research required information using available resources.
- . Research, identify, and resolve customer complaints using CRM and applicable software.
- . Follow communication "scripts" when handling different topics.
- . Identify customers' needs, clarify information, research every issue and provide solutions or alternatives.
- . Frequently attend educational seminars to improve knowledge and performance level.
- . Meet personal/team qualitative and quantitative targets.

Academic Qualification:

| Exam Title | Concentration / Major | Institute | Result | Pas.Year | Duration | Achievement |
|---|-----------------------|--|--------------------|----------|-----------|-------------|
| Master of Business Administration (MBA) | 5th semester | Bangladesh Open University | Appeared | 2019 | 2019-2020 | - |
| Bachelor of Business Administration (BBA) | Marketing | Bangladesh University of Business and Technology | CGPA:2.9 out of 4 | 2015 | 2011-2015 | - |
| HSC | Business studies | Ideal College | CGPA:3.8 out of 5 | 2010 | 2008-2009 | A- |
| SSC | Business studies | Model Academy | CGPA:3.81 out of 5 | 2008 | 2006-2007 | A- |

Professional Qualification:

| Certification | Institute | Location | From | To |
|-----------------------------------|-----------|----------|--------------|---------------|
| Google Digital Garage Certificate | Google | | May 30, 2020 | June 28, 2020 |

Specialization:

| Fields of Specialization | Description |
|---|---|
| <ul style="list-style-type: none"> • Project management/Co-Ordinator • Brand Promotion • Corporate Marketing • Customer Support/ Client Service • Office Management • Supplier Management • Business Development • Digital Marketing • Public Relation • Marketing Executive • Event/ Campaign Coordination • MS Word/ Excel/ PowerPoint/ OneNote | <ul style="list-style-type: none"> * Learning Agility - Sound expertise in marketing, sales and development processes. * Strong sales support, project management, leadership and training skills. * Prepare & conduct business communication documents, proposals, presentation * Excellent analytical skills - Expert in forward thinking and market research. * Strong presentation skills and organizational abilities - Effectively cooperates with senior level management. * Problem-solving skills - Efficient even under pressure, always meets deadlines, willing to put in extra hours to complete assigned work. Ability to listen to details attentively. Can handle many assignments - multi-tasking. * providing business line support for planning marketing programs, * channel support, and sales support. * Customer Support, * Business Operations, * Direct Customers |

Language Proficiency:

| Language | Reading | Writing | Speaking |
|----------|---------|---------|----------|
| Bangla | High | High | High |
| English | High | High | High |
| Hindi | Low | Low | High |

Personal Details :

Father's Name : S.M.Meshba Hossain
 Mother's Name : Johara Akther
 Date of Birth : February 24, 1993
 Gender : Male
 Marital Status : Unmarried
 National Id No. : 1938213038
 Religion : Islam

Reference (s):

Reference: 01

Name : Owais Salam
 Organization : AIE Corporation
 Designation : Chief Executive Officer
 Address : House 74, Road- 21, Block-B, Banani, Dhaka
 Mobile : 01713007539
 Relation : Professional

Reference: 02

Saddam Hossain
 bKash Limited
 Manager, Customer Service Division
 Paragon House, 5 Mohakhali,C/A, Dhaka-1212, Bangladesh
 01610001386
 Professional