



Mashudur Rahman Mir

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#### **CAREER OBJECTIVE:**

To work in an organization where there is opportunity of learning and growing my career as well as utilizing my skills and experiences towards the achievement of organizational goals.

#### **Employment History:**

##### **Exception Handling Agent -Tracing & Quality Control(Full-time)**

**Dates Employed(May 2020 – Jul 2020) Duration-3 Months**

DHL Worldwide Express (BD) Pvt. Ltd. 219-220 Tejgaon I/A Dhaka – 1208

1. Carrying of exception customer and real-time visibility.
2. Advance Q.C.C. (Global & Local), D.R.I.V.E., ., ADVANCE & Completion checkpoint analyst.
3. Trace generation specialist. (Request & Network).
4. Supervisory over H.I.C, High Value, Lost and Found Inventory.
5. Monitor over RW (Re-weigh) and SD (Shipment Details).
6. Customer Gratification review and Pre-Exception process.
7. Exclusion prevention via Deter, Detect, Delay, Deny.
8. Expert on supervisory role play and supply process management.
9. Optimize value added service through Customer Service team.
10. Potential sales lead generation & revenue generation to cross-sell, up-sell services.
11. Reduce write off amount from exception shipments.
12. Supervised Couriers in providing excellent customer service to callers requiring assistance for Delivery and Exception issues.
13. Devoted special emphasis to punctuality and worked to maintain outstanding exception correction, consistently on route immediately.
14. Negotiated agreements between employees to clarify misunderstood directions and resolve conflicts affecting performance.

##### **Data Entry Operator(Full-time)**

**Dates Employed(Nov 2015 – Apr 2020) Duration- 4 years 6 Months**

DHL Worldwide Express (BD), Hazrat Shahjalal International Airport. Address : Airport Road, Sector 1, Kurmitola, Dhaka 1229, Bangladesh

1. As a Data Entry Operator I did almost all kind of operational work in its gateway department.
2. I also have to deal with our valuable customers & take necessary steps to fulfill their requirements.
- 3 I have to maintain a good relationship with all the government bodies like Customs Officers, Biman officials to provide best service to customers.
4. I do Bill Of Entry(BOE) on our Internal Server Clearance and recovery assurance tool(CRAT).
5. Online Entry on Asycuda and get C Number & Authorized PPWK Confirm Submission into CRAT and Formal Clearance in ACA.
6. Preparing Excel Sheet of the BOE HAWB And C-Number and Problem PPWK
7. All kind of Bangladesh Customs Related activities for release our shipments form custom authorities (Warehouse).
8. Support DHL BD Operations agent in "Mission Perfect Shipment area" in shipment imaging, timely data manifesting and amendment.
9. DHLE BD will assess the quality of service delivery by the service provider on quarterly basis, service specific KPI will include:

**ACADEMIC QUALIFICATION:****Master of Business Administration (MBA)**

Institute : Prime University  
Major :Finance  
Result :CGPA-3.60 in the scale of 4.00  
Year of passing :2019

**Bachelor of Social Science(BSS) :**

Institute : National University(Govt. Bangla College)  
Major :Social Science  
Result : Second division  
Year of passing :2014

**Higher Secondary Certificate (H.S.C):**

Group : Science  
Institute : BCIC College  
Year of Passing : 2010  
Board : Dhaka.  
Result : GPA- 3.5 in the scale of 5.00

**Secondary School Certificate (S.S.C):**

Group : Science  
Institute : BCIC School  
Year of Passing : 2008  
Board : Dhaka.  
Result :GPA- 4.63 in the scale of 5.00

**Professional Training and Workshop:**

Sl	Title of the training	Date	Name of Institute	Facilitator
1	CIS Network Foundation Module-Global SOP	11 <sup>th</sup> July 2016	DHL Express LTD	Mr. Kironmoy Barua Mst. Tasneema
2	HUB and Gateway	2 <sup>nd</sup> November 2017	DHL Express LTD	Md Assad Kibria Mr. Kironmoy Barua
3	Security Awareness	11 <sup>th</sup> June 2018	DHL Express LTD	Mr. Kironmoy Barua
4	Dangerous Good and Awareness	25 <sup>th</sup> September 2019	DHL Express LTD	Md Assad Kibria Mr. Kironmoy Barua
5	CIS Great Product Awareness	1 <sup>st</sup> December 2019	DHL Express LTD	Mst. Tasneema

**HOBBIES**

Online News Paper, Book & Sports Like Football, Cricket.

**LANGUAGE PROFICIENCY:**

- ❖ Well capable of communicating with people in Bangla
- ❖ Have a good communication and written skill in English

**Computer Ability:**

- ❖ M/S Word, M/S Excel, M/S Outlook, M/S PowerPoint, Internet Browser, Google map, mail Communication, Operate Work related any software.

**PERSONAL INFORMATION:**

Name : Mashudur Rahman Mir  
Father's Names : Md. Khalilur Rahman Mir  
Mother's Names : Hosnara Begum  
Permanent Address : Vill: Baniachow, P.O: Kaliapara.  
: P.S: Sharasty, Dist:Chandpur.  
Current Location : Dhaka.  
Date of Birth : 1<sup>st</sup> September,1993  
Place of Birth : Dhaka  
Sex : Male  
Marrieds Status : Married :  
Nationality : Bangladeshi

**Reference(s):****Reference: 01**

Name : Mohammad Anwar Hossain .  
Organization : Civil Aviation Authority of  
Bangladesh  
Designation : Assistant Director (Accounts).  
Mobile : 01711162957

**Reference: 02**

Md. Assad Kibria.  
DHL Worldwide Express(BD) PVT. LTD  
Gateway Manager  
Mobile: 01777763992