

## SOFDER HOSSAIN

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### **Career Objective:**

My career goal is to be a successful senior executive taking up strategic management position in a reputed business organization with a view to utilize my academic and professional competence.

### **Career Summary:**

Management Executive

### **Special Qualification:**

1. **Course Title** : SALES POLICES & ADMINISTRATION, Institution : BIBM BANGLADESH,  
Duration : January 10, 1995 to July 28, 1995
2. **Course Title**: Audit Management, Institution: BIBM BANGLADESH.

### **Employment History:**

#### **Total Year of Experience :**

#### **1. Business Development Manager & Branch Head ( August 1, 2016 - Continuing)**

##### **Life Insurance Corporation (LIC) of Bangladesh Ltd.**

Company Location : Uday Tower, 57-57A Gulshan Avenue, Level-7, Gulshan 1, Dhaka, Bangladesh  
Department: COO

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

- \*\*Direct all operational aspects including distribution operations, customer service, human resources, administration and sales  
Assess local market conditions and identify current and prospective sales opportunities.
- \*\*Develop forecasts, financial objectives and business plans  
Meet goals and metrics.
- \*\*Manage budget and allocate funds appropriately.
- \*\*Bring out the best of branches personnel by providing training, coaching, development and motivation.
- \*\*Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities.
- \*\*Share knowledge with other branches and headquarters on effective practices, competitive intelligence, business opportunities and needs.
- \*\*Address customer and employee satisfaction issues promptly  
Adhere to high ethical standards, and comply with all regulations/applicable laws.
- \*\*Network to improve the presence and reputation of the branch and company.
- \*\*Stay abreast of competing markets and provide reports on market movement and penetration.

#### **2. Head of Branch Sales Operations. ( September 1, 2014 - July 1, 2016)**

##### **Chartered Life Insurance Limited**

Company Location : UTC Bhaban, 8 Panthopath, Dhaka, Bangladesh  
Department: Business Develop

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### **Duties/Responsibilities:**

- Determines annual unit and gross-profit plans by implementing marketing strategies; analyzing trends and results.
- Establishes sales objectives by forecasting and developing annual sales quotas for regions and territories; projecting expected sales volume and profit for existing and new products.
- Implements national sales programs by developing field sales action plans.
- Maintains sales volume, product mix, and selling price by keeping current with supply and demand, changing trends, economic indicators, and competitors.
- Establishes and adjusts selling prices by monitoring costs, competition, and supply and demand.
- Completes national sales operational requirements by scheduling and assigning employees; following up on work results.
- Maintains national sales staff by recruiting, selecting, orienting, and training employees.
- Maintains national sales staff job results by counseling and disciplining employees; planning, monitoring, and appraising job results.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.

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### **3. Officer ( May 25, 2005 - August 31, 2014)**

#### **Metlife (AGENCY SALES MANAGEMENT DEPARTMENT)**

Company Location : Dhaka, BANGLADESH

Department: Branch Services

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

1. Annual Persistency Bonus - FA, & Qty Persistency Bonus - UM & BM 1. Quarterly Report on Agency Office Expense
2. Monthly Incentive Persistency Bonus - UM & BM 2. Quarterly Report on Car Loan Expense
3. Promotional Compensations of BM & UM
4. Car/motorcycle loan execution and recovery management
5. Manages Qty. PA & OL Bonuses - (i) PA Production Bonus - FA, (ii) PA Prod. Grow. Bonus - UM & BM, 1. Monthly & Annual I. Tax Return to Tax Circle
- (iii) PA Persist. Bonus - UM & BM, & (iv) OL Prod. Grow. Bonus - UM & BM; (v) Monthly IPB to FA 2. Annual Income Report to the IDRA
6. Monthly I. Tax Return to Tax Circle, Tax Certificates to FF, tax related and other queries 3. UM Income Report
7. Business transfer due to code change for reasons like - promotion, demotion etc.
8. Manages 'MymetLife Alico'
9. Facilitate FF regular training programs in Head Office and Sales Offices
10. Monthly Manpower & Production Report 1. Monthly update of Beijing Contest (Related to Annual Sales Convention)
11. Monthly Life Register & Monthly Leaders Club 2. Regular updates of International Sales Contests: EMEA Conference, MDRT etc
12. Letters of Motivation & Warning to low performing FA, & Letters of Termination to FA for non-production 3. Quarterly Pace Setter Report
13. Handles queries/applications related to production, contest results etc. 4. Quarterly UM Income Report
14. Leads in Contests results management 5. Quarterly Super Star Report
6. Monthly Report on Continuation of Career Path - UM & BM
15. Issues FF termination letters with cause; & sending letters to the policy owners of terminated FF, Pension settlement & FF retirement related tasks. 2. Monthly Rookie Report
16. Debit balance adjustments, Managers Reserve Fund calculations & payment sheet preparation 3. Monthly Eastern Report
17. Field Forces DPS policy related works and provide lists to IT for auto deduction. 4. Annual Group Coverage Report
18. Others: FF tax data matching, deductions for picnic-dairy-picnic participation of dependants-car loan; & My metlife related tasks 5. Annual Pension Deductions Report

4. **Officer - INVESTMENT ( May 1, 2001 - February 1, 2002)**

**Social Islami Bank Ltd.**

Company Location : 68 Dilkusha C/A, Dhaka.

Department: General Banking

**Duties/Responsibilities:**

\*\*Effectively manage the sales and service environment of a branch.

\*\*Ensure the high standard implementation of divisional business strategies.

\*\*Actively identify potential customers in order to sell integrated financial services packages and other general banking products.

\*\*Support the General Banking Manager and Branch Manager in developing, implementing and meeting the branch objectives.

\*\*Make referrals on financial planning reviews and investment and insurance products to responsible staff.

**Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
MSC in CSE	MIS	University of Uttara	1 <sup>st</sup> Class	1998	1
BSC	Science	National University	Second Class	1997	3
HSC	Science	TEJGAON COLLEGE	Second Division	1992	2
SSC	Science	SMM HIGH SCHOOL	Second Division	1990	10

**Training Summary:**

Training Title	Topic	Institute	Country	Location	Year	Duration
Management Information Systems (MIS)	Operation Automations.	BANGLADESH INSTITUTE OF MANAGEMENT (BIM)	Bangladesh	DHAKA	2006	1
Certificate in Procurement & Supply	Market Strategy, Cost Control, Business Administration, Procurement SLA & Supply chain management.	BIHRM Foundation	Bangladesh	DHAKA	2004	4 MONTHS

**Professional Qualification:**

Certification	Institute	Location	From	To
OPERATIONAL MANAGEMENT	BANGLADESH INSTITUTE OF BANK MANAGEMENT	MIRPUR, DHAKA	September 1, 2001	September 14, 2001

**Career and Application Information:**

Looking For : Senior Level Job  
Available For : Full Time  
Preferred Job Category : Bank/Non-Bank Fin. Institution, NGO/Development  
Preferred District : Anywhere in Bangladesh.

**Specialization:**

Fields of Specialization	Description
<ul style="list-style-type: none"> <li><b>Branch Operations</b></li> </ul>	<p>. Defining project approach and gaining client, client engagement manager, and project team member buy-in. Leads and directs one or more project teams. Creates, reviews, evaluates project plans and objectives. Tracks and reports progress relative to time, budget, and demonstrated results. Negotiates with clients, colleagues and outside vendors. Communicates project status, milestones and issues to the project sponsors. Applying effective project management methodologies and control techniques. Works independently and with Project Team members to ensure task-level plans are completed and executed on track. Manages project critical path and scope</p>

#### **Extra-Curricular Activities:**

Have extensive experience managing multiple projects while implementing standard processes, technologies and procedures. Delivery of short and long term results through careful analysis of organizational processes like ISO9000 and CMMI. Have identified trouble areas and executed innovative processes and procedures to enhance productivity and efficiency. Completion of analysis on Traps and Sets has allowed integration of back office systems. To meet Service Level Agreements (SLA) and track possible SLA violations have used data of customer information acquired from switch usage and given over to sales, marketing (CRM/CIS) so that proper SLA's and their enforcement could take place. An adept use of such tools as EPM Project Server and MS Project.

#### **Language Proficiency:**

Language	Reading	Writing	Speaking
English	High	High	High
Hindi	High	Nil	High
Bangla	High	High	High

#### **Personal Details :**

Father's Name : Sikander Hossain  
 Mother's Name : Shorifa Khatun  
 Date of Birth : September 13, 1975  
 Gender : Male  
 Marital Status : Married  
 Nationality : Bangladeshi  
 Religion : Islam  
 Permanent Address : Vill- Safarpur, P.O.-Sarajpur, P.S.- Sonagazi, Dist - Feni.  
 Current Location : Dhaka

#### **Reference (s):**

Name : Dr. Prof. Soofia Khatoon  
 Organization : Shahid Sarwardi Hospital  
 Designation : Professor & Head of the Department (Paediatrics)  
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 Relation : Family Friend



Sofder Hossain