

# Mahfuja Islam

Address :Holding no-75, Middle Arichpur Girls School Road, Tongi-Gazipur  
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## **Career Objective:**

To establish a challenging environment by gathering knowledge & experience. Enter in a goal oriented & challenging job environment where the standard of work is high & there are opportunities to develop myself. Also to suit in the atmosphere of propagation of knowledge.

## **Employment History:**

**Total Year of Experience :3.9 Year(s)**

### **1. Assistant Manager ( January 15, 2022 - Continuing)**

#### **Electropathy Electronics**

Company Location: Banani, Dhaka

Department: Operations

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

- Prepare bid/tender documentation/Business Proposal.
- Review all papers & relevant documents before tender submission.
- Time management of full tender process.
- Prepare company profile for submission with the new project proposal
- Review and edit existing technical documents to improve writing, styles, formatting, contents, etc. and keep records of any changes made.
- Attending Pre-bid meetings and techno-commercial meetings with clients by collaborating with top management.
- Maintaining client relations.
- Work with management team to identify and evaluate new market, new target clients.
- Work with management team to develop and implement strategic sales plan.
- To maintain an excellent client relationship with existing and potential clients.
- Managing companies
- Social media accounts.

### **2. Senior Executive ( May 5, 2019 – January 05, 2022)**

#### **SIMEC Group**

Company Location: Uttara, Dhaka

Department: Branding

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

- In House Branding (Both product & personal)
- Develop marketing materials, brochure, company profile, templates and collaboration.
- Execute the brand campaigns.
- Create brand communication plans.
- Manage the effectiveness of branding and customer loyalty programmers.
- Digital marketing (Online & Offline)
- In House documentation making idea generating.
- Souvenir idea generating.
- Video making concept generating.
- Press printed documents idea & concept generating.

### 3. **Customer Care Representative ( March 27, 2017 - December 30, 2017)**

#### **Banglalink Digital Communications**

Company Location : Gazipur

Department: Inbound

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

- Manage a large amount of incoming calls.
- Generate sales leads.
- Identify & assess customer's needs to achieve satisfaction.
- Build sustainable relationship & trust with customer accounts through open & interactive communication.
- Provide accurate, valid & complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents.
- Follow communication procedures, guidelines and policies.
- Take the extra mile to engage customers.

#### **Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Bachelor of Business Administration (BBA)	Human Resource Management	Shanto-Mariam University of Creative Technology	CGPA:3.48 out of 4	2017	4
HSC	Business Studies	Uttara Commerce Collece	CGPA:4.8 out of 5	2012	2
SSC	Science	Siraj Uddin Sarker Vidyaniketan And College	CGPA:3.75 out of 5	2010	10

#### **Training Summary:**

Training Title	Topic	Institute	Country	Location	Year	Duration
Training & Development	Internship	Square Pharmaceuticals Ltd.	Bangladesh	48,Mohakhali, Dhaka	2016	3 Months

#### **Career and Application Information:**

Preferred Job Category : NGO/Development, HR/Org. Development, Beauty Care/ Health & Fitness.

Preferred Location : Dhaka.

Preferred Organization Types : RMG & any HR Related Job.

#### **Specialization:**

Fields of Specialization & Quality
<ul style="list-style-type: none"><li>• Computer skill (MS-Word, Microsoft Excel, Power Point, Well Internet Browsing)</li><li>• Public Relation &amp; Communication skill.</li><li>• Able to work individual in a team &amp; Can work under pressure.</li><li>• Interested to know new thing.</li><li>• Challenging and competitive in work.</li><li>• Process the dynamism to achieve results.</li></ul>

**Language Proficiency:**

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

**Personal Details :**

Father's Name : Md. Nurul Islam  
Mother's Name : Asma Islam  
Date of Birth : February 11, 1993  
Gender : Female  
Marital Status : Married  
Nationality : Bangladeshi  
Religion : Islam  
Permanent Address : Holding no-75, Middle Arichpur Girls School Road, Tongi, Gazipur  
Current Location : Gazipur

**Reference (s):**

	<b><u>Reference: 01</u></b>	<b><u>Reference: 02</u></b>
Name	: Mehady Islam	Dr. Moynul Islam
Organization	: ACI Animal Health	ACI Animal Health
Designation	: Product Manager	Business Manager
Address	: ACI Centre 245, Tejgaon Industrial Area, Dhaka-1208, Bangladesh	ACI Center, 245, Tejgaon I/A, Dhaka-1208, Bangladesh
Phone (Off.)	: 88028878601	88028878601
Phone (Res.)	:	
Mobile	: 01713053066	01714092751
E-Mail	: mehady@aci-bd.com	moynul@aci-bd.com
Relation	: Brother	Brother

**Certification:**

I hereby certify that all the information provided above is true in best of my knowledge and sense and well supported by legal documents.

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Signature