



MD. MAHBUB ALAM SABUJ

House- 111/805, Navy Colony, Mirpur-14
Cantonment, Dhaka-1206
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Phone # 01711288888

OBJECTIVE

To obtain a position in a globally competitive environment, which approaching new ideas and concepts and have a liberal opportunity to optimize my personal skills and knowledge for further career development along with a substantial contribution to the workplace.

SUMMARY

- Working as a Business Development Officer
- Worked as Customer Service Officer.
- Skilled in both computers.
- Have excellent communication and presentation skill.
- Skilled in idea generation, situation analysis, & undertaking the new challenging venture.

EMPLOYMENT HISTORY

Senior Business Development Officer
MFS and Agent Banking Division
One Bank Limited
(January 3, 2019 to Present)

Key responsibilities:

- Monitor distributor operations providing support for their day-to-day activities
- Prepare respective Territory sales plan and execute
- Proper follow up to the DM's and others
- Maintain company rules and regulations and at the same time regulator compliance
- Increase number of Agent
- Assist trade marketing team to ensure Sales certain REI
- To ensure that all automation related matters are resolved and are functional properly
- Make sure that marketing collateral is available at all locations and displayed properly
- Handle all customer / POS queries from distributor operations
- Visiting POS to further strengthen existing sale channels
- Meet company standards and KPI's assigned for distributor operations
- Identify training needs and conduct trainings in small groups to brief them about any changes in company policies and procedures
- Inter and intra departmental Coordination to resolve the issues coming from distributor operations
- Ensure POSM in all retail point
- Provide training to DSO & Agent regarding Product & Services,
- Daily update & reporting to my supervisor (ASM)
- Share the scope of business development in his territory with owner of the house.

**Junior Officer, Digital Service Platform
Service Operations, Customer Service Division
bKash Limited**

(April 25 2018 to January 02 2019)

Key responsibilities:

- Support service through Digital Platforms to ensure Customer Satisfaction though efficient customer service.
- Handling customers & proactively inform customers regarding our products and service.
- Capture customer's insights and escalate critical issues, Request, Query, complaints and provide timely feedback.
- Maintain targeted KPI on a regular basis. Show respect towards customers, colleagues and company by be a smiling and positive impression and to informed customer with the Product and services.
- Fields a large volume of emails, Live chats, Social Media (Facebook, YouTube) Response.
- Provides accurate (100% accuracy rate), timely, and professionally written responses quickly to live chats, Support email and social media within set guidelines.
- Conducts appropriate research and provides timely and accurate resolution of customer, client, and concerns.
- Service Quality check, error rectification and take necessary initiative for service enhancement.

**Junior Officer, bKash Plus Service.
Customer Service Division
bKash Limited**

(July 01 2015 to April 24 2018)

Key responsibilities:

- Support service centers to ensure Customer Satisfaction though efficient customer service Directly.
- Capture customer's insights and escalate critical issues, Request, Query, complaints and Forwarded to back office
- Serve customers directly with helping attitude to play a significant role in customer satisfaction, retention and acquisition to enhance bKash brand image
- Maintain targeted KPI on a regular basis
- Provide one-stop quality Customer Service Directly to ensure positive customer experience
- Keep records of customer interactions, opens customer accounts and file documents
- Recommend potential products or services to management by collecting customer information from service center and analyzing customer needs
- Identify and assess customers' needs to achieve satisfaction and Handle large number of Customers Request

EDUCATION

Master of Business Administration (MBA)

Pabna University of Science & Technology (PUST) in 2017

Major: Human Resource Management

CGPA: 3.32

Bachelor of Business Studies (BBS)

Govt. Edward Collage, Pabna in 2012

Second Division (2nd)

Higher Secondary School Certificate

Govt. Shaheed Bulbul College, Pabna in 2009

Commerce

GPA: 3.50

Secondary School Certificate

Pabna Zilla School, Pabna in 2007

Commerce

GPA: 4.44

OTHER SKILLS

Language: Fluent in English and Bangla.

Computer Literacy: Microsoft office (Power Point & Excel), Data Entry, Email receiving and sending and Able to work with various software.

STRENGTHS

- Good in generating different new ideas.
- Enjoy working under pressure and eager to learn.
- Good and cooperative in group work. Strong maintainer of punctuality.
- Skilled in goal setting, planning, and motivating people in achieving their targeted

PERSONAL INFORMATION

Father's Name :	Md. Abdus Sattar
Mother's Name:	Mst. Bely Parvin
Present Address:	House-111/805, Navy Colony, Mirpur 14, Cantonment, Dhaka 1206
Permanent Address:	Vill-Bolorampur, PO-Dogachi, PS-Pabna Sadar, Dist-Pabna,
Date of Birth:	20 th Dec, 1991
Nationality:	Bangladeshi
National ID Number:	9117352428
Religion:	Islam
Marital Status:	Married
My Belief:	Think Positively, Act Accordingly

REFERENCE

1. Md Ayaz Ahmed Shiddik
National Sales Manager
MFS & Agent Banking Division
One Bank Limited
Email:
ayaz.ahmed@onebank.com.bd
Cell- 01860211111

2. Md. Kamal Hossain
Lecturer,
Pabna University of Science &
Technology (PUST)
Email:
hossain.kamal7523@gmail.com
Cell- 01718485775

I, the undersigned certify that this Curriculum Vitae correctly describes my qualifications and myself.



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