

# Curriculum Vitae

## MANORAM CHAKMA

Current Address: House, 226, West Shewrapara, Mirpur, Dhaka-1216  
Phone: 01704532342, E-mail: chakmamanoram@gmail.com



### Career Objective:

To obtain a position where my potentials, leadership, business, communication and analytical skills are challenged and utilized. So that i can constantly develop my knowledge and expertise in the marketing and startup industry.

### Special Qualification:

- ✓ Competent at managing responsibilities in a high-volume atmosphere
- ✓ Hard worker, quick learner and ability to assume responsibility
- ✓ Polite, respectful and courteous manners
- ✓ Work well under pressure to meet deadlines
- ✓ Take right decision in any adverse situation
- ✓ I have the potential to work in a team.

### Skills & Expertise:

Adobe Photoshop, Video Editing, Cinematography, Photography.  
MS (word, excel, power point), E-mail transaction.

### Extra Curriculum Activities:

Good Coordinating & Management skills, and have also good knowledge in event management.

### Employment History:

Worked at Maxim Label & Packaging (Bangladesh) Private Limited as a customer support executive from 17<sup>th</sup> July 2017 to 31<sup>st</sup> oct 2017.

Responsibility:

- Prepare performance invoice (PI) and send it to vendor through email
- Maintain and update garment accessory's order management and processing
- Vendor maintenance and management
- Labor maintenance

Worked at Pathao as a customer support officer (Complain Department) from 3<sup>rd</sup> December 2017 to 30<sup>th</sup> June

Responsibility:

- Initiated and created complain reply modality in Zendesk
- Follow up customer and deliveryman by email through Zendesk
- Investigate fraudulent activities
- Solved Food order and bill related problems in back office tools

Working at Redx as a Hub Supervisor since 30th December 2020

Responsibility:

- Routing Delivery Man
- Assign parcel to delivery man
- Cash collection from delivery man
- Make daily payment to HQ
- Solve any kind of issue in hub

#### Academic Qualifications:

##### **Masters in Customs Administration**

University Of International Business and Economics (Beijing)

Expecting to complete the course in June 2021(Online)

##### **Bachelor of Business Administration (BBA)**

Savitribai Phule Pune University

Major in Marketing with 2<sup>nd</sup> class

##### **Higher Secondary Certificate (HSC)**

Khagrachari Cantonment Public School & College

Humanities, GPA-4.20

##### **Secondary School Certificate (SSC)**

Khagrachari Govt High School

Science, GPA-4.13

#### Language Proficiency:

**English** : Reading-High, Writing-Medium, Speaking-Medium

**Bangla** : Reading-Native, Writing- Native, Speaking- Native

**Hindi** : Reading- N/A, Writing- N/A, Speaking- High

#### Hobbies & Interests:

Photography, Cooking, Cinematography, watching movies and travelling etc.

#### Personal Details:

National ID : 3706193186

Date of Birth : 11<sup>th</sup> Oct 1993

Permanent address : Jamtoli, Khagrachori, Chittagong, Bangladesh

#### Declaration:

It is sincerely acknowledged by me that above all information's about me is true and correct.

#### Reference:

Dr. Vishwas Swami  
Head of the department  
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Sinhgad College of Commerce  
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#### Signature:

Manoram Chakma