



## **MD. Jamshedul Alam**

Swapno Kuthir Kushumbug  
R/A, Khulshi Chattogram,  
Bangladesh.

Contact : +8801818909484, +8801682670385

Email : [jamshedraana911@gmail.com](mailto:jamshedraana911@gmail.com)

### **Career Objective:**

To secure a position as a marketing professional in order to utilize my administrative, marketing, and interpersonal skills with accuracy and efficiency while maintaining a motivated, productive, and goal oriented environment to maintaining extensive customer loyalty.

### **Experience:**

1. **Executive - Team Leader** at “**Genex Infosys Ltd**” from 1<sup>st</sup> October 2019 to continuing.

#### **Job responsibilities:**

- Leading a Team to achieve business KPI based on service quality and performance.
- People Management including leave approvals and maintain roster.
- Overall performance analysis and research of the improvement areas.
- Monthly reports preparing and submitting to Management accordingly.
- Monitoring employee's activities, discipline.
- Arranging R&R.

#### **Additional responsibilities:**

- Regular mail communication and maintaining chain of command.

2. **Customer Service Officer (CSO) and Team Co-ordinator** at inbound process of “**Genex Infosys Ltd**” from 5<sup>th</sup> September 2018 to 30<sup>th</sup> September 2019.

#### **Job responsibilities:**

- Receiving incoming call from customers and answering their queries and complaints.
- Assuring business KPI based on service quality and performance.
- Developing team performance and leading as Team Mentor.

3. **Sales Representative** at **Oppo Bangladesh Ltd.** 1<sup>st</sup> June 2016 to 31<sup>st</sup> December 2016

#### **Job responsibilities:**

- Target Chasing given by management.
- Showroom branding & merchandising.
- Business development & store enhancement.
- Competitors activity analyze.
- New product analysis and increase sales ratio.

## Academic Credentials:

- **Masters of Business Studies (M.B.A) 2020**

Institution : National University.  
Group : Masters of Business Administration  
  
Subject : Management.  
Result (G.P.A) : In progress.  
Board : Chittagong.

- **Bachelor of Business Studies (B.B.A) 2018**

Institution : National University.  
Group : Bachelor of Business Administration  
Subject : Management.  
Result (G.P.A) : 2.75 (Out of 4.00)  
Board : Chittagong.

- **Higher Secondary Certificate (H.S.C) 2013**

Institution : Govt. Commerce College, Chittagong.  
Group : Business Studies.  
Result (G.P.A) : 4.80 (out of 5.00)  
Board : Chittagong.

- **Secondary School Certificate (S.S.C) 2011**

Institution : Chittagong Police Institution  
Group : Business Studies.  
Result (G.P.A) : 5.00 (out of 5.00)  
Board : Chittagong.

## Language & Communication:

- Listening, speaking and writing both in English & Bengali.

## Personal Interest:

- People, Products, Social Networking, Traveling, Internet surfing, Movie & Music.

## Computer Skills:

- Microsoft office..
- E-Mail, internet infrastructures.

## Strength& Soft Skills:

- People management.
- Communication.
- Ability to Work under Pressure.
- Decision Making.
- Time Management.
- Self-motivation.
- Conflict Resolution.
- Leadership.
- Adaptability.

## Personal Details:

Father's name : Md. Jahangir Alam  
Mother's Name : Mrs. Rabeya Begum  
Present Address : Swapno Kuthir, Kusuhumbug R/A, Khulshi, Chattogram.  
Permanent Address : Village - Subidpur,  
P.O - Balakhal,  
P.S - Haziganj,  
District- Chandpur.  
Date of Birth : 1<sup>st</sup> December, 1996  
Blood Group : A+  
Marital Status : Single  
Sex : Male  
Height : 5.6ft  
Religion : Islam  
Nationality : Bangladeshi

## Reference :

**Abdul Mannan**

Senior Manager | Operations

Genex Infosys Limited.

Contact: +8801847100123

E-mail: [abdul.mannan@genexinfosys.com](mailto:abdul.mannan@genexinfosys.com)

☐ I do hereby declare that the particulars provided here are true and no misinformation is given.