

## Curriculum Vitae of SHOHAG AHMED

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### Career Objective:

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To work in a stimulating and challenging environment that will enable both professional as well as personal growth and help me applying my knowledge and skills to positively contribute to the success of my organization.

### Special Qualification

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Sales, reporting, Customer support, Field visit, Revenue earning, Project management, Business negotiation, Team management, Highly adaptable to changing.

### Career Summary:

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Friendly and easy going personality, dedicated, dynamic & result oriented with both educational qualification & 2.5+ years of experience of working in various fields like: Marketing & Sales & Customer service etc.

### Employment History:

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#### January 2019- to till date

Organization : **bKash limited.**  
Designation : Junior Officer  
Division : Customer service (Comilla bKash center)

#### Job Responsibilities:

- As a front desk executive play the role as “Face of the company” to all walk in customers.
- Keep records of customer interactions and transaction, recording details of inquiries, complains and comments, as well as action taken. Process orders, forms and applications.
- Coordinate with other departments to mitigate customer’s difficulties.
- Find out scopes through brain storming session for increasing revenue and new customer acquisition using different customer service channels.
- Collect market insights about MFS industry and other relevant financial organizations.
- Proactive effort toward create new customer acquisition.

#### August 2016-to January 2018

Organization : **Brac-Aarong**  
Designation : Sales Associate  
Department : Sales (Aarong, Comilla)

#### Job Responsibilities:

- Achieving total value & volume sales target.
- Ensuring merchandising & floor planning.

- Maintains quality service & assign to creating more customer value by taking feedback.
- Ensuring products visibility & availability at all relevant through the customer's sales force per company guideline.
- Maintain the stock both manually & computer base system & reporting to line manager.
- Effectively maintaining the cash as well as billing procedures & reporting accounts manager.

#### Academic Qualification:

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Exam	Group/ Subject	Session/Passing Year	CGPA/GPA	Institutions	University/Board
B.B.A	Accounting	2016	2.95	Redowan Ahmed College, Comilla	National University
H.S.C	Business Studies	2011	4.10	Comilla Shikkha Board Govt. Model College	Comilla Board
S.S.C	Business Studies	2009	4.56	Comilla Modern High School	Comilla Board

#### Training:

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- KYC QC Guidelines Training Program.
- AML & CFT Training Program.
- Quality & Culture Development Program.
- Customer Service & Product Knowledge Training Program.

#### Personal Traits:

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- Possess good interpersonal, oral and writing skills in both Bengali and English.
- Ability to meet any challenge with confidence, determination & hard work.
- Enthusiastic team member and able to coordinate teams effectively.
- Management and organizing capability.
- Good communications skills with strong computer literacy (MS Word & MS Ecel).

#### Interest and Extra-Curricular Activities

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- Interest: Travelling, Reading Books, Watching & Playing cricket match
- Extra-Curricular Activities: Involve with blood donation campaign.
- Swimming competition winner of local level.
- Member of Voluntary Blood Donation Program- Badhan.

#### Personal Information:

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Father's Name : Md. Hossain  
 Mothers Name : Halena Bagum  
 Date of Birth : December 31, 1993  
 Blood Group : AB+  
 Marital Status : Unmarried  
 National ID : 8204207537

**Declaration:**

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**Mohammad Anowar Hossain**

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**Mohammad Mohashin Reja**

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Comilla Victoria Govt. College.  
Cell No: +8801674731516

**Declaration:**

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I do hereby declare that all my given information is true. If required, appropriate authentic documents will be placed as the evidence.

Sincerely yours

**Shohag Ahmed**