

Quazi Shimul Ahmed



To build up my career in a reputed institution or a company where I will be committed to show my extreme potentialities to attain the ultimate goals, not only showing my best effort but Also proving the sign of honesty, Sincerity and accountability which will assist me to play a Key role to ensure the further growth of the concerned institution or a company.

✉ Shimu.shimul784@gmail.com

☎ 01708165246

🏠 House#43,Block-D.Road-23. Mirpur, Dhaka

Special Qualification:

- Maintaining department records & reports participating in administrative staff meetings.
- Maintaining company Works & condition & other Activities.
- Recommending new policies, approaches & procedures in favor of management & employee.

Employment History:

1. Senior Executive(Operation) (April 11, 2017 - Continuing)

Genex Infosys LTD

Company Location : Nitol Niloy Tower, Plot-42 & 69 Nikunja North/A Tongi Diversion Rd.
Department : Operation
LOB : (Inbound Contact Center)
Process : Grameenphone

Duties/Responsibilities:

- Employee Training and Development.
- Be in charge of running & managing the call center daily.
- Monitor digital media channels (**Facebook, Web Chat, E-mail**).
- Submit regular reports to management using **Excel & WhatsApp** and seek new ideas and strategies to improve performance at the center.
- Understand all organization's products, services, procedures and guidelines and communicate same to all team members.
- Maintain targeted KPI on a regular basis

2. Senior apprentice (October 21, 2015 - April 10, 2017)

GRAMEENPHONE Ltd.

Location : Road#113/A, Plot 3& 5. Gulshan-2. Dhaka-1212, Bangladesh.
Department : Operation
LOB : (Inbound contact center)

Duties/Responsibilities:

- Proactively aware/inform customers regarding GP products/service
- Maintain targeted KPI on a regular basis.
- Serve customers with helping attitude to play a significant role in customer satisfaction, retention and acquisition to enhance
- Capture customer insights and escalate critical issues & complaints

3. Thana Development Manager (January 1, 2015 - October 10th, 2015)

ROBI

Company Location: 53, Gulshan South Avenue.Gulshan-1, Dhaka-1212.
Distribution House: Mirpur=11, Dhaka=1216.

Duties/Responsibilities:

- Maintain fruitful relation with existing client
- Research Organizational and individuals online (especially on social media) to identify a new leads and potential new markets.
- Planning and overseeing new marketing initiatives
- Attending Conferences, meetings, and industry events
- Negotiating and renegotiating by phone, email and in person

Training Summary:

Training -1

English & Business Communication.
Bangladesh Association of Software & Information Service.

Duration:01/11/2018 to 03/

Training-2

Personal Effectiveness & Organizational Behavior skill.
Genex Infosys
27.09.2020

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year
Masters of Business Studies (M.B.S)	Marketing	National University(Govt. Titumir College)	1 st Class	2016
Bachelor of Business Studies (B.B.S)	Marketing	National University(Dhaka Commerce College)	1 st Class	2014
HSC	Business Studies	Dhaka Commerce College	CGPA:4.10 out of 5	2006
SSC	Business Studies	Dr. Muhammad Shahidullah Adarsha Ucha Madhami Bidya Pith college	CGPA:3.75 out of 5	2004

Specialization

- Knowledge about the Internet Environment & Google
- Managing Social Media, Familiar with internet application & computer software.
- Excellent & expert in **MS Office, Excel, PowerPoint, Outlook.**

Language Proficiency:

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

Personal Details:

Father's Name : Late Quazi Amir Hossain
Mother's Name : Shahana Begum
Date of Birth : Nov 02, 1989
Gender : Male
Marital Status : Married
Nationality : Bangladeshi
Religion : Islam
Current Location : Dhaka

Reference-1

Name : Sk. Md. Rezaul Karim
Organization : Genex Infosys
Designation : HOD
Mobile : 880 1708165241
E-mail : sk.rezaul@genexinfosys.com
Relation : Professional

Reference -2

Name : Syed Ashif Al Ahmed
Organization : Genex Infosys
Designation : Asst. Manager Operations
Mobile : 01708165222
E-mail : Syed.ashif@genex.infosys.com
Relation : Professional

Signature

Shimul