



**PERSONAL PERTICULARS :**

Name: Fatin Al Salam Tamim

NRIC/Passport: BX0930607

Nationality: Bangladeshi

Gender: Male

Age : 25

Date of Birth : 12th February 1994

Marital Status : Single

Languages : English, Bengali (spoken and written) and Hindi (spoken)

**CONTACT INFORMATION :**

House no: B/25 Flat A-3,

Eastern Housing Project-2, Kallayanpur, Dhaka

Mobile Number: +8801670267172

E-mail : [tamim7172@gmail.com](mailto:tamim7172@gmail.com)

**OBJECTIVE:**

As a degree holder of BBM (Bachelor in Business Management) & MBA (Major was International Business) want to work in business development, management, Marketing and Sales Department, Customer service or support & Public relation sector. I want to involve myself in a competitive professional area that offers the scope of utilizing self-efficiency and has the opportunity of personal development for a prospective career. To serve and contribute in a renowned organization. I have interest to implement my knowledge, skills and abilities for that organization. To become a dynamic & versatile person who is capable of margin innovative ideas & also getting me in an organizational environment where honesty, creativity, punctuality & diligence are the corner stone of success.

**CAREER PROFILE:**

- Possess strong analytical and problem solving skills, with the ability to make well thought out decisions.
- Excellent written and verbal communication skills.
- Highly trustworthy, discreet and ethical.
- Resourceful in the completion of projects, effective at multi-tasking.
- Dynamic and positive attitude.
- Excellent communications with teams.
- Self-starter, ability to work well and hard.
- Available, effective, efficient.
- Patience with customers.
- Convincing Ability with customers.
- Good Behavior

**EDUCATION :**

SUBJECT	YEAR	GRADE
Secondary School Certificate	2009	A
Higher Secondary Certificate	2013	A
BBM (Bachelor in Business Management) University Of Greenwich,Uk (Under Segi University, Malaysia)	2018	Passed
MBA (Masters in business administration)  (International Bussiness) University of Greenwich,UK (Under Segi University, Malaysia)	2019	Passed
ACCA (Association Of Certified Chartered Accountant ,UK)	2019	Professional Strategic Level (RUNNING)

**EMPLOYMENT HISTORY:**

**THE BOTTLED WEALTH HOLDINGS, UOA BANGSAR, KL, MALAYSIA. ( May 2015 – Aug 2015)**

**TELEMARKETER:**

- Performed Telemarketing & Admin Responsibilities.
- Worked with a team & promoted as a team leader in a very short time.
- Provide Customer Call Service.

- Keep regular communication with existing clients of the company.
- Resolving Customers complaints and exceeding customers' expectations.

### **HANS GLOBAL NETWORK, MALAYSIA. (Nov 2015 – Jan 2017)**

#### **E-EDUCATION COUNSELLOR:**

- Assisted undergraduate and graduate students with completing program objectives through coaching, mentoring and creating effective goal action plans.
- Provide all information to the students about tuition fees, course duration,
- Accommodations, and all other foreign University admission related issues.
- Student database maintenance and update regularly
- Accurate counseling direct & over the phone.
- Provide all information needed for a Student & Visit visa
- Expert for Client handles face to face.
- Meet & Greet clients make and receive phone calls.
- Motivated students to have a positive approach towards studies
- International student recruitment.
- Updated database of current and pass-out students.
- Develop positive relationship with students, staff, and parents.
- Acting as a successful link between students and various industrial organizations.
- Develop network with national/ international consulting firms

**GRAHAM INVESTMENT PARTNER, MALAYSIA. (April 2017 – Dec 2017)**

**BUSSINESS DEVELOPMENT & CUSTOMER SERVICE EXECUTIVE:**

- Excellent customer service and sales experience.
- Skilled in conversing with customers in verbal and written English language.
- Answered incoming calls and emails and provided brief answers to customers' requests
- Resolving guest complaints and exceeding guest expectation.
- Develop network with national/ international consultants/experts
- Prepare business development plans and monitor implementation.
- Maintain good communication with clients.
- Prepare necessary documents, fill out forms, and maintain files and records.
- Plan, execute, supervise, and monitor business plans.
- Develop in-depth knowledge about business development practices, marketing activities, prospective clients and industry trends.
- 

**INFINITY MULTI COMMUNICATION SDN BHD, MALAYSIA. (Feb 2018 – Feb 2019)**

**Business Development Manager:**

- Responsible for dealing with the customers directly and providing them with the highest service standards to ensure total satisfaction of customers.
- Implement and enforce hotel policies, procedures and guest programs.
- Provided timely response to customer inquiries on status of invoices and pricing.
- Handled all correspondence, processed purchase orders and invoices.
- Handled export & import section and collaborated with marketing and sales team.

- Prepare EOIs and Proposals in compliance with the guideline of clients
- Work under pressure and meet deadlines
- Any other responsibilities as required
- Responsible for Visa Processing, Immigration Consultant, Reservation/ Ticketing, Travel .
- Communicates to customers via phone, email or chat for any issues related to their interaction with advertising platform.
- Respond to the client queries regarding the products in a timely fashion.
- Develop business proposals for new and existing customers.

## **MAHSA UNIVERSITY BANGLADESH CAMPUS (March 2019 – June 2019)**

### **Admission Officer (Business Development)**

- Student database maintenance and update regularly
- Accurate counseling direct & over the phone.
- Provide all information needed for a Student.
- Expert for Client handles face to face.
- Meet & Greet clients make and receive phone calls.
- Ensure all administrative duties is carried out accurately and on a timely manner.
- Handle walk-in International Students' enquiry and assist on students' admission matters.
- Acting as a successful link between students and various industrial organizations.
- Develop network with national/ international consulting firms.  
To organize students recruitment activities like staff counseling session, spot admission, seminar, at consultancy firm to talk with them.
- Counseling with student Over phone and Face to face
- Follow up prospective students over phone independently and timely in a professional manner.
- Responsible for providing information, advice, support and processing of applications for the int. students.

- Attend to students by phone and email inquiries in a timely and professional manner.
- Develop strong customer relationships in order to generate high volume of prospective clients.
- Manage customer calls and appointments effectively for new opportunities.

### **TOMS GLOBAL NETWORK (BANGLADESH)**

### **TOMS INTERNATIONAL SUPER SHOP & VILLAGE GROCERIES**

### **[SISTER CONCERN OF TOMS GLOBAL NETWORK]**

### **ASST. MANAGING DIRECTOR (RUNNING)**

- Prepare and manage correspondence, reports and documents
- Ensuring office supplies are maintained, including checking inventory and working with vendors to ensure adequate levels of necessary supplies at all times
- Arrange conferences, meetings, and travel reservations as per requirement
- Occasionally traveling off-site to deliver reports or files to other departments
- Ensuring the confidentiality and security of files and filing systems
- Maintain schedule and calendars of Board of Directors.
- Handle incoming mail and send emails to respective personnel
- Set up and maintain filing systems
- Manage & look after all the departments problems and solve them in a good way and report to the Director's if needed.
- Communicate verbally and in writing to answer inquiries and provide information
- Following up with counselled students regularly and assure whether they have received course options if not complying for the same
- Having extensive knowledge and understanding of Statement of Purpose and Genuine Temporary Entrant requirements for different countries
- Sharing respective students' complete details with the Director in the desired formats.

### **Specialized Skills:**

- Passion for social media, online marketing or online advertising.
- A creative mind set and understanding of customer needs
- Is analytical and has a logical mindset
- Has strong communicative skills and a flair for selling creative market solutions.
- Strong communication skills and a flair for convincing and presenting an argument.
- The ability to work in an organized and structured manner.
- Excellent attention to detail.

### **ADDITIONAL SECTION:**

**IT skill:** have advanced computer skills like Photoshop, Excel, Word, Outlook, PowerPoint, digital marketing etc, great organizational skills with high accuracy, punctual, responsible and able to follow instruction also **have Basic knowledge on forex trading.**

**Presentation skill:** Clear loud voice, good eye contact, body movement & facial expression

**Co-Curricular activity:** Singing song, playing, travelling.

**Art skill:** Art with pencil, acrylics color, poster color, water color, and plastic color.

**Personal skill:** Honesty, Team spirit, Management skill, Communication & motivating skill, leadership.

**Language proficiency:** Excellent in writing and speaking in English, Bengali, Hindi & Urdu. Knowledge of local language(Chittagong).

### **ADDITIONAL INFORMATION**



**Last Withdrawn Salary:** 50000 + Taka

**Expected Salary :** Negotiable

**Availability :** Immediate

**REFERENCES :**

1. Name: Md. Abdus Sabur

Position Title : Additional Chief Engineer, RHD, Dhaka zone

Contact No: +8801730782592

Email address : masabur46@gmail.com

2. Name: Obaidur Rashid Khan

Position Title: Assistant Vice President

Company : AB Bank Limited, Head Branch, Dhaka , Bangladesh.

Email address: [orashid@abbl.com](mailto:orashid@abbl.com)

Contact No : +8801749469759

3. Name: Mohammad Raihan Rahman Bob

Position Title: Director

Company: Hans Global Network,Malaysia/ Toms Global Network, Bangladesh

Contact: +601128811460 / 01673936550

5. Name: Jegathis Satha

Position Title: HOD Customer Service

Company: Infinity Multi Communication Sdn Bhd, Malaysia

Contact: +60147257881

