

# Ar-Rafi Mahdi

Trainee, Operations, Grameenphone Ltd.

Want to offer logical thinking which can help business management to meet the pre- defined goals of the company.



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05 October, 1994

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## WORK EXPERIENCE

### Trainee, Operations Grameenphone Ltd.

07/2018 – Present  
Telecommunication

Dhaka, Bangladesh

#### Tasks

- Customer management, maintaining sustainable relationship with the clients, meet with the sales target (monthly basis). Discussion on strategic implementation of the promotional activities with the team and report to the Supervisor. Managing International Roaming and refund issues.

### Part-timer Executive, Sales Rancon

05/2017 – 05/2018  
Automotive and Home Appliances

Dhaka, Bangladesh

#### Achievements/Tasks

- Arranging and selling products, reporting supervisors, database and maintaining relationships with customers, familiar with IFS system, other administrative works.

## CASE WORKS

Enron Case Study

The Revolution of Barcode Café

## EDUCATION

### Masters of Business Administration University of Dhaka

2019 – Present

3.56 on the scale 4.00

#### Major

- International Business

### Bachelors of Business Administration State University of Bangladesh

2015 – 2019

3.96 on the scale 4.00

#### Major

- Marketing

### Higher Secondary School Certificate Dhaka College, Dhaka

#### Major

- Science

### Secondary School Certificate Government Laboratory High School, Dhaka

#### Major

- Science

## SKILLS

Team Management

Sales

Excellent Communication

Negotiations

Branding

KPI

Cognitive Flexibility

Client-focused

Imrpovised

Performance Oriented

## ACHIEVEMENTS

CBH Award (06/2019 – 09/2019)

Performance

Employee of the Month (04/2019 – 06/2019)

Best Sales Person

Champion (2017 – 2018)

Inter Department Table-tennis Tournament

Champion (2016 – 2017)

Dell Gaming Contest

The Best Speaker (2011 – 2012)

Inter College Debate Championship

## CURRICULUM ACTIVITIES

Head of Communication, SUB Marketing Club (SUBMC)

## CERTIFIED COURSES

The Fundamentals of Digital Marketing - Google Digital Garage

Organization Specialization Leadership - coursera.org

Business Data Analysis with Microsoft Excel - SUB Research Club

## COMPUTER LITERACY

Computer



Operation

Microsoft Office



## REFERENCE

1. Muhammad Ehteshamul Haque – Manager, Business Circle  
Dhaka Operation, Grameenphone Ltd. +8801711506873,  
ehteshamul@grameenphone.com

2. Habiba Kibria, Country Manager, Macquarie University Australia  
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