

## ASRAFUL ALAM

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### **Career Objective:**

To secure a position with a well-established organization with a stable environment that will lead to a lasting relationship in the field of HealthCareTo obtain a position that will enable the use of my strong organizational skill

### **Career Summary:**

Potential motorcycle industry to work as a successful employee and acquire technical knowledge related to motorcycles.

### **Employment History:**

**Total Year of Experience :** 14.2 yrs

#### **1. Jr` Service Engenieer (2.8 yrs)**

**(December, 2019 - Continuing)**

**ACI Motors,**

245,tejgoan,dhaka

**Area of Expertise**

(Specially Dhaka Chittagong Division). (1.1 yrs), Dhaka (1.1 yrs)

**Duties/Responsibilities**

Ensure smooth daily dealer operation of service & parts sales for motorcycle.

Monitor dealer, authorized service center, local mechanics & local parts shop operation to ensure optimum customer service.

Communicate with head quarter & assembly section regarding product quality, warranty, operation, promotional activity and daily service activity.

Work on continuous product development and overcome markets major critical failure.

Maintain relations with local technician, spare parts shop, dealer and other agents to know market situation and competitors' activity.

Ensure service & spare parts availability at customers' door steps.

Visit field frequently to ensure customer as well as field forces & dealers satisfaction.

Arrange field service activities.

#### **2. Floor supervisor (2.3 yrs)**

**(August, 2017 - December, 2019)**

**speedoz ltd**

Holding No.60,New Airport Road,Mohakhali, Dhaka. Code: 1212

**Area of Expertise**

Dhaka (2.3 yrs)

**Duties/Responsibilities**

3s & 2s service reporting.Service quality audit.Ensure Daily, Weekly & Monthly Job Reports

#### **3. Technician (3 yrs)**

**(August, 2014 - August, 2017)**

**Rancon Motor Bikes Limitd (Suzuki)**

Kashimpur,Boro Bhabanipur,Gazipur

**Area of Expertise**

Dhaka (3 yrs)

**Duties/Responsibilities**

Assembly motorcycle CKD Part

#### **4. Technician (3.2 yrs)**

**(May, 2011 - August, 2014)**

**WALTON HI-TECH IND, LTD**

Chandra,Kaliakoir,Gazipur

**Area of Expertise**

Motorcycle Assembly (3.2 yrs)

**Duties/Responsibilities**

Assembly motorcycle CKD Part

#### **5. Auto Mobile Mechanic (3.1 yrs)**

**(January, 2008 - February, 2011)**

**Voyager Automobiles**

15.Mohakhali C/A .Gulshan Road,Dhaka-1212

**Area of Expertise**

Dhaka (3.1 yrs)

**Duties/Responsibilities**

conducting service promotional activities

**Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
Diploma in Engineering	Automobile	Mirpur Polytechnic institute, Bangladesh	CGPA:3.16 out of 4	2016	4	I will have the scope to utilize my potentiality,
HSC (Vocational)	Automobile	Bangladesh Korea Technical Training Center, Dhaka	CGPA:3.85 out of 5	2011	2	Servicing, fault finding, repair/maintenance of Motor Cycle and other motor vehicle
SSC (Vocational)	Machine Tools Operation	Technical Training Center Mirpur.Dhaka	CGPA:3.91 out of 5	2009	2	manufacturing machine tools Operation

**Professional Qualification:**

Certification	Institute	Location	From	To
The Industrial Attachment Training Programme	Bangladesh Industrial Technical Assistance Center	Dhaka	March 12, 2009	May 6, 2010

**Career and Application Information:**

Looking For	: Mid Level Job
Available For	: Full Time
Present Salary	: Tk. 26000
Expected Salary	: Tk. 29000
Preferred Job Category	: Engineer/Architect, Production/Operation, Driving/Motor Technician, Showroom
	: Assistant/Salesman, Sales Representative (SR), Mechanic/Technician
Preferred District	: Dhaka
Preferred Country	: India

**Specialization:**

Fields of Specialization	Description
<ul style="list-style-type: none"><li>Customer Service Management</li><li>Leadership</li><li>Digital Marketing (Social Media Marketing)</li></ul>	<b>LEARNING OBJECTIVES:</b> In the workplace, stress is often viewed in purely negative termsâitâis seen as a response that should simply be minimized or pushed aside. However, itâis possible to use stress to fuel positive change. In this brainstorming session, Mr. K M Hasan Ripon, FRSA, will be discussed what exactly stress is, how we can train ourself to use stress in more effective ways, and what we can do to reduce stress when we experiences difficult time.

**Extra Curricular Activities:**

LEARNING OBJECTIVES:

Customer service is the support usually offered to customers â both before and after they buy and use the products or services â that helps them have an easy and enjoyable experience with the organization. Offering amazing customer service is important if we want to retain customers and grow our business.

**Language Proficiency:**

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

**Personal Details :**

Father's Name	: Md. Amir Hossain
Mother's Name	: Farida Yesmin
Date of Birth	: August 14, 1993
Gender	: Male
Height (Meter)	: 1.7526
Weight (Kg)	: 74
Marital Status	: Married
Nationality	: Bangladeshi
National Id No.	: 19932617294000321
Religion	: Islam
Permanent Address	: Bapari Bari, Lohajang, Lohajang, Munshiganj 1530
Current Location	: Dhaka
Blood Group	: AB+

**Reference (s):**

Name	: MD Mosarof Hossain
Organization	: Amanot Saha
Designation	: GM
Address	: Link Road ,Gulsan,Dhaka
Mobile	: 01937801617
E-Mail	: mosarofjuel@gmail.com
Relation	: Relative

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