

## Md. Faisal Rabbi

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### CAREER OBJECTIVE:

To work in a challenging environment, achieve skills in the respective field and work for the simultaneous progression of the organization and myself.

### WORKING EXPERIENCE:

1. Territory Sales Executive (December 15, 2018-Present)

**Dan Foods Limited**

Location: **Rajshahi, Natore, Pabna, Ishwardi**

Responsibilities:

- Achieving monthly sales target for the assigned territory.
- Effective planning & implementation for product distribution and market development
- Maintain sales-marketing report & communicate it with line manager on daily, weekly and monthly.
- Route planning and assisting, guiding and monitoring Territory Sales Force for their day to day operation and carry out market visit with field force.

2. Junior Executive, Sales & Customer Service (November 27, 2016-April 30, 2018)

**Bagdoo.com** (Akhoni.Com Ltd.)

Location: **Dhaka**

Responsibilities:

- Investigating and solving customers' problems, which may be complex or long-standing problems that have been passed on by customer service assistants.
- Handling customer complaints or any major incidents, such as a security issue or a customer being taken ill.
- Issuing refunds or compensation to customers.

3. Sr. Apprentice (September 24, 2014- May 16, 2016)

**Grameenphone Ltd.**

Location: **Dhaka**

Responsibilities:

- Providing quality service to create positive customer experience, Customer Relationship.
- Sales through inbound contacts.
- Serving customers with helping attitude and thus play a significant role in customer satisfaction, retention, and acquisition. In this way enhance Grameenphone's brand image.

### ACADEMIC QUALIFICATION:

Achievement	Board/University	Year of Passing	CGPA
<b>Bachelor in Business Administration</b>	American International University- Bangladesh	2016	<b>3.01</b> (Out of 4.00)
<b>H.S.C.</b>	Debiganj College	2012	<b>3.50</b> (Out of 5.00)
<b>S.S.C.</b>	Nripendra Narayan Govt. High School	2008	<b>4.88</b> (Out of 5.00)

## COMPUTER SKILLS:

- Microsoft Excel
  - Performance Ranking & Growth Analysis
  - Complex data to make easier by using logical formula
  - Create a chart from worksheet data & Build a Pivot Table
  - Apply conditional formatting that uses a formula
- Microsoft Outlook
  - Mail Sorting and searching
  - Archiving mail and Auto sending skills
  - Meeting mail with Agenda creating
- Microsoft PowerPoint
  - Meeting Presentation
  - Page Designing with sales winning skills
  - Chart and page Sliding with Animations
- Others
  - Basic Web Development, Database Management, Networking

## SOFT SKILLS:

- Excellent Management & Leadership Skill.
- Communicative, Self-Starter, Punctual, Proactive, Honest, Optimistic & Sincere.
- Good Team Member & Hard-Working Person.

## LANGUAGE PROFICIENCY:

1. Bangla (Mother Tongue)
2. English (Well versed in both written & Speaking)

## PERSONAL DETAILS:

Father's Name: Md. Abdul Quader Prodhan  
Mother's Name: Most. Ferdowsi Akter  
Date of Birth: 21<sup>st</sup> March 1993  
Permanent Address: Vill-College Para, P.O-Debiganj, P.S-Debiganj, Dist.-Panchagarh.  
National ID No: 19937713447000159

## REFERENCES:

1. M. Enamul Islam  
Manager,  
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2. Prof. Md. Firoz Hasan  
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## DECLARATION:

I declare that all the information furnished above is true to the best of my knowledge and belief.

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**Md. Faisal Rabbi**