**Ashfak Alam**

 +8801711083840

 [ashfakshoaib007@gmail.com](mailto:ashfakshoaib007@gmail.com)

## WORK EXPERIENCE

1. Years

## AGE

30

## Career Objective

To play an important role in the development of the objectives of the organization I work for and also for my professional enhancement. I am a hard-working person with a willingness to work in different locations and with people from different geographical and cultural backgrounds. I am a thrill-seeker and like to take risks. I like to study about different countries and cultures. Above all I am very patient and can adjust to different situations.



# Work Experience

May 2017 – Current

**Senior Executive, Human Resource**

Impel Service & Solutions Limited (ISSL)

Flat# B-1, House#71, Road#07, Sector#04, Uttara, Dhaka.

* + - Maintain and uphold the HR Policy guidelines and address the violation of it at any condition.
    - Maintaining & upgrading employee data (New joining, Promotions, Awards, Personal Data, Salary information) through HRMIS tools.
    - Participate and coordinate the recruitment and joining process by sorting cv , calling upon interview attendance /signature sheet , arrangement and coordination with interview board
    - Updating employee status, and data base , through maintaining confidentiality
    - Compilation of Employee documents of new joiners – Contractual , Regular – permanent
    - Coordination with resignation process, documentation.
    - Coordination of Contract renewal process.
    - Conducting Exit Interview
    - Preparing appointment letter, experience letter & warning letter (if needed).
    - Report preparation, any survey conduct, and data analysis – i.e - regarding recruitment, attrition, leave data base.
    - Participate in employee engagement activities arrangement and maintain the budget frame as approved by management.
    - Arrange and conduct various sessions related to motivational session, career session, COC and HR policy session, new employee orientation etc.
    - Monitor, check, report and resolve issues relating to Health, safety, and security of the organization.
    - Raise any issues which are threat, risky and contradictory to employee interest and safety protection.

July 2016 – April 2017

**Executive, Team Leader**

Genex Infosys Limited

Nitol Niloy Tower (Level 8), Nikunja C/A, Airport Road, Dhaka-1229

* + - In charge of running and managing the call center daily.
    - Understand all organization’s products, services, procedures and guidelines and communicate same to all team members.
    - Monitor all calls to ensure that due procedures and quality standards are strictly adhered to.
    - Facilitate and organize training session for all agents and participate in recruitment of new call center agents.
    - Conduct regular review of all call center agents performance and organize training sessions for under performers
    - Submit regular reports to management and seek new ideas and strategies to improve performance at the center.
    - Keep up with trends and happenings in the industry and ensuring adherence to industry standards
    - Ensure that clients are kept happy and satisfied at all times by providing prompt response and solutions to their challenges at all times.
    - Ensure a safe and harmonious working environment for all other team members and delegate duties to all team members

July 2012 – November 2015

## Senior Apprentice

Grameenphone Limited

GpHouseBaridhara, Boshundhara, Dhaka, Bangladesh

* + - Provide floor supervision for any kind of query of Customer Managers with quick resolving attitude
    - Provide training on customer service tools & modality when new employee recruits
    - Provide proper mentoring when new employees are on production
    - Provide customer service as per proper service modality or guideline
    - Maintain & achieve the monthly KPI (Key Performance Indicator)
    - Provide IT System support in different floor for smoother operation of customer service
    - Verify & execute the adjustments of agents as per business system feedback
    - Collecting & ensuring the adjustment issues of agents with Planning & Intraday Management
    - Try to maintain to complete the task as per company requirement
    - Positive mindset & can do attitude



# Awards & Achievement

* Awarded for **The Best Performer of the year 2018** for significant contribution in recruitment
* Awarded for **The Best Team Leader of The Month**, (January, February & March 2017)
* Nominated for Grameenphone **Employee Development Program (EDP)** 2015
* Awarded for **The Best Employee of The Month**, Quarter – 1, 2014



# Education

**Post-Graduation Diploma in Human Resource Management (PGDHRM)** October, 2016

Bangladesh Institute of Human Resource Management (BIHRM) Major: Human Resource management

Result Status 3.69 out of 4.00

**Master’s in Business Administration (MBA)**  Post Graduated, July 2015

Southeast University Major: Human Resource management

Result Status 3.25 out of 4.00

**Bachelor of Arts in Tourism & Hospitality Management**  Graduated, August 2013

International University of Business Agriculture and Technology Major: Hospitality management

Result Status 3.09 out of 4.00

**Higher Secondary Certificate (HSC)**  Passing Year 2007

Haji Asmat College Science

Result Status 3.60 out of 5.00

Dhaka Board

**Secondary School Certificate (SSC)**  Passing Year 2005

Bhairab K.B Pilot High School Science

Result Status 3.88 out of 5.00

Dhaka Board



# Skills

* + - Communication and interpersonal skills
    - Copywriting & creativity
    - Skills in social media
    - Teamwork and leadership skill.
    - Well presentation skill
    - The ability to work well under pressure



# Computer Proficiency

* Operating system : MS Windows XP/7/8/10
* Application Software : MS Office 2007/2010/2016/2019 Pro Plus



# Languages

* Have a good command over speaking and writing in English.
* Bangla (Native Language)



# Personal Interests

* Traveling  Reading Books.
* Poem Reciting  Playing Cricket
* Watching TV Series.



# Personal Details

Father’s Name: Fakrul Alam

Mother’s Name: Anwara Alam

Marital Status: Married

National ID No: 4821101654319

Birthday: 1st November, 1989

Religion: Islam

Mailing Address: 367, Alif Tower, Dewanpara,

Dakkhinkhan, Uttara, Dhaka-1230.

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# Reference

**Syed Rakib Abdullah**

**Senior Executive, HR & Administration**

**Orion Group**

Address:

Orion House, 153-154 Tejgaon Industrial Area Dhaka-1208, Bangladesh

Mobile: 01711082857

**Ali Akbor Khan**

**Advocate**

**Supreme Court of Bangladesh**

**Assistant Attorney General for Bangladesh**

Address:

Room# 318 (Old)

Supreme Court Bar Association bhaban

Shahbag, Dhaka – 1000

Mobile: 01712979970

**Declaration**

I, Ashfak Alam, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

