**Curriculum Vitae of**

**Md. ABIR HOSSAIN**

Address: House-33/2, Road-Moneshwar,Dhaka-1209,Dhanmondi,Dhaka   
Mobile No: 01796408060   
E-mail : [abirhossain1915@gmail.com](mailto:abirhossain1915@gmail.com)

LinkedIn:htttps://bd.linkedin.com/in/abir-hossain-953060104

**Career Objective:**

To work with full determination and dedication to achieve organizational as well as personal goal.

**Employment History:**

**Total Year of Experience:**  From March 2,2019 -Continuing)

* Company Name: Butterfly Marketing Ltd.
* Company Location: 71, motijheel city center
* Designation: Territory Sales Officer
* Department: Sales Department

**Duties/Responsibilities:**

* Monitoring assigned Zone and persons.
* Give Solutions of showrooms problem.
* Lead showroom personnel how to deal, manage customer and enhance brand value.
* Give associates the instruction of work and show proper way to achieve target.
* Make sales report, forecast report.
* Make essential plan and arrangement for business expansion.
* Make feasibility report for new business area acquisition.
* Assist to improve HR development in my zone.

**Total year of experience:** 3 months

* Designation: Customer Care Representative
* Department: Contact center
* Company Name: Banglalink under Response

**Duties/Responsibilities:**

* Dealing customer through phone with proper manner.
* Give information about new promotion and features of company product.
* Answer politely to customer query
* Manage dissatisfied customer by solving their problem and ensuring them “you are valuable for us”.
* Grow trust of customer with company by modest attitude. Make them committed to company.
* Keep record of my work.

**Total year of experience:** 1 months (DITF-2019)

Designation: Floor Sales Personnel

Company Name: Butterfly Marketing Limited

**Duties/Responsibilities:**

* Dealing customer face to face with proper manner.
* Give proper information about product and promotion.
* Patiently hear requirement and answer politely to customer query. Help them to choose right one.
* Manage multiple customer at the same time and convince them to buy product.
* Follow “Customer is the king but we are the people who can control and change their mind.”

**Educational Qualification:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Exam title | Concentration/major | Institute | Result | Pass. year | Duration |
| Post Graduate Diploma (PGD) | Human Resource Management | Bangladesh Institute of Management | Enrolled | 2020 | 1year |
| MBA | Human Resource management | Eastern University | 3.32 out of 4 | 2017 | 2016 to 2017 |
| Electrical and Electronic Engineering | Biomass Energy: Vision, Harvesting and Roadmap for Bangladesh | Eastern University | 2.83 out of 4 | 2014 | 2010 to 2014 |
| HSC | Science | Satkhira Government College | 3.20 out of 5 | 2010 | 2008 to 2010 |
| SSC | Science | Labsha imadul Haque High School | 4.44 out of 5 | 2008 | 2007 to 2008 |

**Training and Skills summary:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Training title | Topic | Institute | Location | Year | duration |
| IT Support Technical | Troubleshooting, MS office, Networking | BITM | BDBL Bhaban,Kawran bazaar | 2018 | 3 months |
| Career Success program | Professional manner, environment, communication method. | Eastern University | Eastern University | 2017 | 16hours |
| A training on computer Basic | Microsoft word, Microsoft Excel, Microsoft Power Point | Shundorbon Computer Training Centre | Satkhira | 2010 | 6 month |

**Computer Skill:**

* Microsoft office suite (Word, Excel and PowerPoint)
* Photo Editing
* Well internet surfer and have good & quick browsing skill.
* Troubleshooting

**Driving license** – Yes

**Extra-Curricular Activities and Voluntary work:**

* Active member of prothom-Alo Bondhushova(2016 to 2017) Eastern University branch. And took part in many social works like blood donation campaign, tree plantation, keep city Clean, photo journalism and citizen journalism campaign.
* I was a coordinator of eastern university sports club (2013 to 2014). Arranged many indoor and outdoor competition in my university and did my job done without questioning.
* In 2013 Eastern University arranged Math Olympiad in Sylhet. I was volunteered in that program. Give support concerning teachers and students. Monitor classroom and ensure that contest participants are following the rules. Manage students sign-in and sign-out on the attendance sheet.

**Language Proficiency:**

|  |  |  |  |
| --- | --- | --- | --- |
| Language | Reading | Writing | Speaking |
| English | High | High | Medium |
| Bangla | Native Language | | |

**Personal details:**

Father’s name : Md. Golam Mostafa

Mother’s name : Aklima Begum

Date of Birth : 10 oct 1993

Gender : Male

Marital Status : Unmarried

Nationality : Bangladeshi

National Id No. : 6896682769

Religion : Islam

Permanent address : Village: Dearchar, Thana: Bakergonj, Post: Ranirhat-8200 , District: Barisal

Emergency Contact No. : 01718-252685 (Father)

**References:**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **Reference : 01** | **Reference : 02** |
| Name | : | Md.Niaz Morshed | Sayefus shahedin |
| Organization | : | Popular Pharmaceuticals Ltd. | Butterfly Marketing Ltd |
| Designation | : | Assistant manager | DGM sales |
| Address | : | Tongi,dhaka | Motijheel city center level 15 Butterfly marketing ltd. |
| Mobile | : | 01811444843 | 01713335667 |
| Email | : | niaz@popularbd.com | sayefus.shahedin@butterfly-group.com |
| Relation | : | others | professional |

****

Md. Abir Hossain

Date: 31/03/2021