**Md. Nur Hossain**

Contact Number : +**88 01711084144 (Personal)**

Present Address : House-C/138/A, 3rd Colony,

Mazar Road, Mirpur-1, Dhaka-1216

Email Address : [hossain.nur35@gmail.com](mailto:hossain.nur35@gmail.com)

**Career Objective:**

To serve in a responsible administrative position at a well–structured organization & successfully apply acquired managerial & interpersonal skills to enhance organizational efficiencies.

**Employment History:**

**August, 2020 – Till to Date| Executive, Admin & Operation UGSSL, United Group.**

**Duties/Responsibilities:**

**Oversee the Canteen Management from time to time. Enlistment of various vendors and suppliers to ensure quality service on time. Verify & ensure payment of all kinds of bills on time for smooth operation. Monitor and follow up compliance guidelines on cleaning procedures and workplace safety. Manage & ensure the maintenance work as per organizational needs. Monitor closely to ensure all the administrative and logistics issues i.e., cleanliness, utility services, accommodation, transportation, canteen management, etc. Provide administrative services by implementing systems, procedures, and policies, and monitoring day-to-day administrative works. Any other instructions and orders as directed by the superior authority. Build up rapport and maintain liaison with local law enforcement agencies and authorities.**

**April, 2018 – August, 2020| Executive, Administration. Palmal Group of Industries.**

**Duties/Responsibilities:**

**Prepare weekly/monthly reports by collecting, analyzing, and summarizing operational information. Maintain quality service by establishing and enforcing organizational standards. Monitor cleaning material stock level & cleaning equipment condition. Timely request purchase of consumables, equipment, and materials. Identify training needs for all cleaning staff and arrange training for them accordingly. Coordinate, direct, and monitor the cleaning staff in their duties. Carrying out any other duties as may be reasonably required by management. Communicate with staff at all levels appropriately, including having team briefings and passing on information and news to concerned staff in person.**

**May, 2016 – March, 2018| Executive, Admin & Operation.**

**Sentry Security Services Ltd.**

**Duties/Responsibilities:**

**Ensure the company's smooth and adequate flow of information to facilitate other business operations. Plan and coordinate administrative procedures and systems. Corresponding with vendors and following up with them for delivery. Quotation collection from various vendors/suppliers. Ensure operations adhere to policies and regulations. Oversee facilities services, maintenance activities, and tradespersons. Organize and supervise other office activities (recycling, renovations, event planning, etc.) Search for new and alternative supply sources and update vendor databases regularly. Analyzing the purchase requisitions and ensuring timely availability of required materials.**

**November 2012- April 2016| Sr. Trainee, Customer Service & Experience**

**Grameenphone Ltd.**

**Duties/Responsibilities:**

**Provide one-stop quality Customer Service to ensure a positive customer experience. Proactively aware/inform customers regarding our products/service. Capture customer insights and escalate critical issues/complaints and provide timely feedback. Serve customers with a helping attitude and thus play a significant role in customer satisfaction, retention, and acquisition. This way enhances Grameenphone’s brand image.**

**Achievements:**

* **Played important role in some Special Assignments and Supervision for excellent performance at Grameenphone.**

**Educational Background:**

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| --- | --- |
|  | **Bachelors of Business Administration (BBA)**  Bangladesh University of Business & Technology (BUBT)  Major in **Marketing.**  Result: 2.57 |
|  | * **Higher Secondary Certificate (HSC)**   Dhaka Commerce College,  Business Studies  Result: 4.40 |
|  | **Secondary School Certificate (SSC)**  College of Development & Alternative (CODA)   * Business Studies   Result: 3.81 |

# Extracurricular Activities:

* Participated in **BNCC** at the school level.

# Computer Skill:

* Moderate skill in MS Office, Windows, and the Internet.

# Personal Information:

Date of Birth : July 27, 1989

Father’s Name : Md. Shahid Mia

Mother’s Name : Jahanara Begum

Permanent Address : C/138/A, 3rd colony, Lalkuthi, Mazar Road, Mirpur-01, Dhaka-1216

Nationality : Bangladeshi.

Religion : Islam

Marital Status : Married.

# References:

# Abid Uddin Mahmud

**CSMP®, M. ISMI®, CPP®, PCI®, PSP®, HCSA**

Honorary Consulate of The Czech Republic in Dhaka.

**General Manager**

Administration, Security & Protocol

**Monem Business District**

# Md. Abdul Kaium

Manager.

UGSSL

**United Group.**