MD. NAIMUL ISLAM

E-Commerce Specialist

20/18, D/12, Pallabi
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OBJECTIVE

To secure a position where I can efficiently contribute with my skills and abilities to the growth of the organization and build my professional career

EDUCATION

Southeast University, Banani, Dhaka — *BSc in CSE*

January 2014 - December 2020

Govt. Ainuddin College, Madhukhali, Faridpur — *HSC*

April 2010 - April 2013

Madhukhali Pilot High School, Madhukhali, Faridpur — *SSC*

January 2006 - March 2010

WORK EXPERIENCE

Teddy Tennis - Business Developer
Oxford, UK
January 2020 – July 2020

- Prepared Amazon Seller Central Account for Product Listing, fixed all the issues related to Brand Registry, Account health etc.

- Created Listing content (Title, Bullet Points, Description) with high performing keywords that can generate high volume sales in a quick time.

SKILLS

HTML, CSS, Javascript, Node.js,C,Photoshop, Keyword Research, Content Optimization

LANGUAGES

Bengali, English

- Did Keyword research with the help of Helium 10, Jungle Scout and Merchant Words and finalized the best ones by their bid range.

- Performed 30 days PPC campaign challenge – Created campaigns and put products in different groups according to their category, set an optimized daily ad spend budget, put high performing keywords. Created one Automatic and One manual Campaign.

- Monitored Listings and PPC Campaigns Daily. Remove low performing keywords, put negative keywords in the negative section. Checked bids daily and increased/decreased the budget according to the result daily.

- Worked on customer feedback very carefully. Sent feedback request email everyday to the new customers and handled every customer's query on time.

London Piano Teachers – Customer Support Agent
London, UK
July 2019 – January 2020

- Attended a 3 days training by the client and completed it with 100% success. Started building trust with clients.

- Created macros needed to apply for the customer queries in Zendesk. Applied the macros when needed. Replied the customer politely and solved their issues on time.

- Managed Teachers/Students information on SquareSpace Website according to the rules saved in Google Drive.

- Received new Teachers applications and resumes through Zendesk and saved them in Google Drive by their Name and skills.

- Created a fully operational profile for the new Teachers in Zendesk and reported to the internal team.

- Received Teachers/Students class cancellation requests and updated Zendesk/Squarespace according to the requests. Reported to the internal team.

Helix IT Solutions LTD — Business Developer
Mirpur - 2, Dhaka, Bangladesh
August 2017 - February 2019

- Prepared Seller Central Account and created child accounts for the team. Created plans and strategies for the business and reported to the supervisor in detail

- Created spreadsheet with product details(Title, bullet points, description, quantity, Barcode, SKU, price etc). Shared copies with client and internal team mates.

- Optimized content with the help of Reverse ASIN software and Merchant Words for uploading products on Amazon and Designing Template by using HTML and CSS

- Created PPC campaigns and Monitored them. Optimized campaigns daily by proper keywords, sorting negative keywords, adjusting bids etc.

- Created Infographics with photoshop, solved image issues in Amazon seller central. Created cases to Amazon for several issues.

- Created eBay listing template using HTML/CSS and listed products. Optimize the listing title and description with proper keywords

- Provided Customer support for the company and Did light website designs in Wordpress and shopify platform

A and P Motors — *Classified Ad Poster*

September 2018 - February 2019

- Designed attractive flyers as per client requirements with the help of Photoshop and Canva. Put specific information about the service on the flyer

- Posted client's service related ads on various classified ad posting sites like Craigslist, Indeed and Offerup.

- Created ad campaigns on Facebook. Set optimized budget and set target audience for the ads. Created Facebook post banner with Canva and Photoshop.

PROFESSIONAL SKILLS

Content Creation: Advanced

Keyword Research: Advanced

Product Listing: Advanced

Amazon PPC: Advanced

Amazon FBA: Advanced

Competitor Analysis: Advanced

Amazon EBC: Advanced

Problem Solving: Advanced

Microsoft Office: Advanced

HTML5: Advanced

CSS: Advanced

JavaScript: Intermediate

Node.js: Intermediate

Adobe Photoshop: Intermediate

TOOLS

Office Programs:

● MS Word

● MS Excel

● MS PowerPoint

Graphic Tools:

● Adobe Photoshop

● Canva

● Gimp

Google Programs:

● Google Spreadsheets

● Google Docs

Communication Tools:

- Skype - Advanced
- Slack - Intermediate
- Hangouts - Intermediate

Collaboration Tools:

- Airtable - Beginner
- Dropbox - Advanced
- Google drive - Advanced
- Trello – Intermediate

Keyword Research Tool:

- Helium 10 – Advanced
- Jungle Scout - Advanced
- Keywords Everywhere – Advanced