



AL SHAHRIYAR SHRABON

SOCIAL MEDIA | DATA-DRIVEN | BUSINESS ENTHUSIAST

PERSONAL DETAILS

Name: AL Shahriyar Shrabon

Date of Birth: 24/03/1999

Address: H39/a, South Badda,
Badda, Dhaka

OBJECTIVE

To consistently learn, adapt, and strategically contribute to organisational success, fostering a culture of growth and lasting impact on the corporate landscape through dedication and innovation.

SKILLS

- ❖ Data analysis
- ❖ Listening
- ❖ Creative
- ❖ Team Player
- ❖ Communication

INTERESTS

- ❖ Photography
- ❖ Travelling
- ❖ Football

EXPERIENCE

SOCIAL MEDIA MANAGER • PATHAO LTD. • GULSHAN

• JANUARY 2023 – OCTOBER 2023

- ❖ Project leadership
 - Re-Launched Pathao official Social Media page over millions of follower under my supervision.
 - Set up new team to manager over 2000+ messages, engagement posts and other relevant work.
- ❖ Community Engagement and Growth
 - Oversaw community management efforts, fostering positive relationships and encouraging community growth.

CUSTOMER SUPPORT OFFICER • PATHAO LTD. • GULSHAN

• FEBRUARY 2022 – DECEMBER 2023

- Handling customer inquiries and complaints through various phone, email, social media, and live chat channels.
- Monitor customer reviews and address negative feedback to mitigate any potential impact on the company's reputation.
- Keeping up-to-date with product and service information to provide accurate information to customers.
- Analyzing customer feedback and providing suggestions to improve customer experience.
- Participating in team meetings and training sessions to improve customer support processes and procedures.

SALES REPRESENTATIVE • PRAN-RFL GROUP, BISK CLUB. • DITF-19

• DECEMBER 2018 – MARCH 2019

- Represented Pran RFL at the Dhaka International Trade Fair, showcasing products effectively and contributing to the overall success of the exhibition.
- Achieving weekly and monthly sales targets set by the company.
- Contributed to the achievement of sales targets by building strong customer relationship and effectively communicating product features & be



+8801303064601



SHAHRIYARRED@GMAIL.COM



WWW.LINKEDIN.COM/IN/SHAHRIYARRED



@AL_SHAHHRIYAR

LANGUAGE

- ❖ **Bengali** (Native language)
- ❖ **English** (Good spoken, written communication)
- ❖ **Hindi** (Basic spoken)
- ❖ **Japanese** (Basic spoken, written, N5 123 out of 130)

SOFTWARE

- ❖ **Microsoft Office** (Strong command of MS Word and PowerPoint, basic proficiency in MS Excel)
- ❖ **Creative Tools** (Proficient in Canva, with decent knowledge of Adobe Photoshop, Illustrator, and Premiere Pro)
- ❖ **Database Management** (Decent experience with recent versions of MySQL)
- ❖ **Programming** (Familiar with C, Python, Java)
- ❖ **Google Suites** (Proficient in Gmail, Analytics, Docs, Slides, Sheets, and Forms)
- ❖ **CRM Tools** (Proficient in Meta Business Suite, Zendesk, and Chatwoot)
- ❖ **Vici Dial** (Experienced user)

EDUCATION

CSE • DATA SCIENCE • 2019 -

- **EAST WEST UNIVERSITY, AFTABNAGAR, DHAKA**

- **CGPA: ongoing**

HSC • SCIENCE • BATCH 2017

- **GIASUDDIN ISLAMIC MODEL COLLEGE, NARAYNGANJ, DHAKA**

- **GPA: 4.28/5.00**

SSC • SCIENCE • BATCH 2016

- **BAWANI HIGH SCHOOL, DEMRA, DHAKA**

- **GPA: 4.25/5.00**

EXTRA-CURRICULAR ACTIVITIES

FORMER CREATIVE SECRETARY • EWU BUSINESS CLUB

- Managing database for members over 300+
- Researching and Updating regular contents
- Following track of social media growth and providing with resolution to overcome the situations

FORMER SENIOR MEMBER • EWUTC

- Led the EWU Telecommunications Club in organising and executing events, workshops, and seminars on IT practices and industry trends.
- Assisted in fundraising efforts to support the activities and initiatives of the EWU Telecommunications Club.

FORMER SENIOR ROVER SCOUTS • GIMC ROVER SCOUTS, NARAYNGANJ

- Assisted in organising and coordinating parade events, Under my direct supervision my team won best assembly in Naraynganj.
- Engaged in community outreach to promote the GIMC Rover Scouts in District level.
- Managing the club's finances, including budgeting and fundraising.

FORMER VOLUNTEER • BANGLADESH RED CRESCENT SOCIETY (BDRCS)

- Recognized as a Blood Donor Ambassador.
- Donating blood regularly since I was 17.



REFERENCES

Dr. Ahmed Wasif Reza, Professor,
Department of CSE
East West University
Additional Director, Quality Assurance,
Email: wasof@ewubd.edu

Imran Rabbane Sawjet
Assistant Manager Merchant
Acquisition,, **Pathao LTD.**
Email: sawjet@pathao.com