

# Md. Tamim Islam

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## Career Summary

Results-driven marketing professional with experience in content creation, digital marketing, and client engagement. Skilled in communication, problem-solving, and multitasking, with a strong ability to manage customer interactions and ensure seamless service delivery. Adept at handling client needs, resolving concerns, and working in fast-paced environments. Looking to transition into a customer service role by leveraging my expertise in customer engagement, attention to detail, and organizational skills.

## Career Objective

To apply my expertise in communication, marketing, and client relations in a customer service role, ensuring excellent customer satisfaction and efficient order processing. Seeking an opportunity to leverage my ability to manage customer interactions, handle complaints professionally, and contribute to a company's growth.

## Key Proficiencies

- Customer Support & Communication
- Order Processing & CRM Management
- Complaint Resolution & Customer Retention
- Upselling & Product Recommendations
- Content Creation & Digital Marketing
- Detail-Oriented Data Entry & Order Updates
- Fluent in English (Speaking, Writing, Listening)
- Multitasking & Time Management

## Work Experience

### **Senior Marketing Executive**

*Learn & Grow*

*April 2021 - April 2022*

- Developed and executed marketing strategies to promote a comprehensive online learning platform offering academic, language, programming, and skill development courses (e.g., Public Speaking, Digital Marketing).
- Led cross-functional campaigns to drive user engagement and enrollment across diverse course categories, including co-curricular and cultural activities.
- Collaborated with content and product teams to align marketing efforts with platform offerings, ensuring a consistent brand message.
- Analyzed market trends and user feedback to refine marketing approaches and improve platform visibility.

- **Key Achievement:** Successfully expanded the platform's user base through targeted digital marketing campaigns and strategic partnerships.

## **Digital Marketing Intern**

*Youth Talents*

*April 2021 - July 2021*

- Supported the marketing team of a youth-led non-profit organization focused on empowering youths to become experts and social change-makers.
- Assisted in organizing free workshops, live broadcasts, and national/international competitions in areas such as creative writing, programming, and public speaking.
- Contributed to social media management, helping grow the organization's follower base across multiple platforms.
- Created and published engaging content to raise awareness about social and career-related issues, aligning with the organization's mission.
- **Key Achievement:** Played a key role in increasing social media engagement through creative content strategies and audience interaction.

## **Content Executive**

*The Inquest*

*January 2025 - February 2025*

- Designed and curated engaging news posts for social media platforms to drive audience engagement and increase brand visibility.
- Collaborated with the editorial team to align social media content with breaking news and trending topics, ensuring timely and relevant posts.
- Utilized graphic design tools to create visually appealing content, enhancing the overall presentation of news stories.
- Monitored social media performance and adjusted content strategies to optimize reach and interaction.
- **Key Achievement:** Consistently delivered high-quality visual content that contributed to increased follower growth and improved social media engagement.

## [Academic Qualification](#)

**Higher Secondary Certificate (HSC)** in Science| Dhaka Commerce College

GPA: 5 out of 5 in 2022

**Secondary School Certificate (SSC)** in Science| Chiriakhana Botanical High School

GPA: 4.11 out of 5 in 2018

IELTS (International English Language Testing System)

Overall Score: 6.5

- Listening: 7
- Writing: 6
- Reading: 6.5
- Speaking: 6.0

## [Other Skills](#)

- **Adaptability:** Proven ability to remain calm and efficient in dynamic, high-pressure environments, adept at adjusting to shifting priorities and demands.

- **Communication:** Exceptional verbal and written communication skills, facilitating smooth interactions with guests, team members, and management.
- **Customer Service:** Strong commitment to delivering exceptional customer service by addressing guest needs, inquiries, and concerns professionally and courteously.
- **Positive Attitude:** Consistently maintain a positive and approachable demeanor, fostering a welcoming atmosphere for guests and colleagues alike.
- **Attention to Detail:** Highly detail-oriented, ensuring accurate handling of guest information, requests, and error-free service delivery.
- **Language Skills:**
  - Bangla:** Native Proficiency
  - English:** Native Proficiency
  - Hindi:** Professional Working Proficiency