

ABIR FARHAN CHOWDHURY

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An Operation Officer with a strong background in operations, sales, marketing, finance and banking. Has expertise in developing and implementing strategic sales initiatives, improving customer satisfaction, and promoting long-term client relationships. Demonstrates a deep understanding of marketing strategies, market research, and campaign execution, ensuring alignment with organizational goals.

WORK EXPERIENCE

Operations Officer Mar 2024 – May 2025

 **VFS GLOBAL | Sylhet, Bangladesh**

Key Highlights:

- Successfully processed over 700+ visa applications within the first 6 months.
- Improved customer satisfaction through proactive issue resolution and streamlined communication protocols.
- Actively contributed to training and onboarding 5+ new team members.

Duties & Responsibilities:

- Manage end-to-end visa processing operations.
- Provide applicants with clear, step-by-step support on documentation, process flow, and status updates.
- Monitor daily operational activities, ensuring smooth queue management and workflow continuity.
- Maintain precise digital records.
- Collaborate with embassy personnel to track application progress and resolve any discrepancies efficiently.
- Contribute to process audits and compliance checks.
- Actively participate in team meetings, knowledge sessions, and internal improvement initiatives.
- Participate in periodic training sessions to stay current on visa policies, system upgrades, and procedural changes.
- Prepare daily operational reports for internal review.

Sales Officer Oct 2022 – Feb 2024

 **Education Abroad | Sylhet, Bangladesh**

Key Highlights:

- Contributed to an **increase in student enrollments** year-over-year by executing targeted sales strategies and personalized consultation.
- Successfully closed **150+ client deals** across international education destinations, directly influencing revenue growth.

Duties & Responsibilities:

- Developed and executed strategic sales plans aligned with student recruitment goals for global universities and education partners.
- Conducted market research to evaluate trends, competitor offerings, and emerging student preferences.
- Built and nurtured long-term client relationships.
- Oversaw the end-to-end sales funnel—from lead generation.
- Collaborated with the marketing team.
- Prepared weekly and monthly performance reports detailing sales metrics, lead status, and campaign outcomes for senior management review.
- Provided consultative advice to prospective students on program selection, application processes, and country-specific admission requirements.
- Ensured CRM systems were regularly updated with client interactions, follow-ups, and status changes to support accurate forecasting.
- Assisted in organizing educational fairs and seminars.

EDUCATIONAL QUALIFICATIONS

MBA in Finance and Banking – 2024

Leading University, Sylhet, Bangladesh
CGPA: 3.38 out of 4.00

BBA in Marketing – 2021

North South University, Dhaka, Bangladesh
CGPA: 2.71 out of 4.00

HSC in Business Studies – 2016

Scholarshome, Sylhet, Bangladesh
GPA: 4.08 out of 5.00

SSC in Science – 2014

Sylhet Govt. Pilot High School, Sylhet, Bangladesh
CGPA: 4.38 out of 5.00

CORE SKILLS

- Sales Strategy Development
- Market Research and Analysis
- Visa Application Processing
- Relationship Management
- Data Entry and Record Management
- Performance Monitoring and Reporting
- Campaign Management
- Financial Analysis and Reporting
- Team Training and Development
- People Management

TOOLS & TECH: MS Office | Google Docs | Google Workspace

SOFT SKILLS: Communication • Problem Solving • Time Management • Adaptability • Team Collaboration • Conflict Resolution • Decision Making

LANGUAGE

Bangla
English

REFERENCE

Available upon request