

Last Updated : **January 25, 2016**

ABDULLAH MUNAD AHMED

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Career Objective:

To work and grow in and within a multinational business entity that demands well built and organized technical skills through my systematic and energetic endeavor. I want to excel in my career by blending in academic theories that I have learnt.

Career Summary:

Started carrier in Banglalink, an Orascom Telecom Company as a customer service officer. Currently working as a Key Account Manager at Bkash Ltd. under sales department and job responsibilities includes creating and maintaining high value accounts, Collection of revenue, exploring new markets and day to day reporting.

Special Qualification:

Excellent communication skills both in English and Bengali. Ability to adopt diverse environment with people from different aspects. Ability to work as a team and individually.

Employment History:

Total Year of Experience : 8.7 Year(s)

1. Relationship Officers (August 3, 2014 - Continuing)

IFIC Bank Limited

Company Location : BDBL Building, Level 10, 8 Rajuk Avenue, Dhaka 1000

Department: Mobile Banking

Duties/Responsibilities:

To analyze and determine the most important accounts. To determine the most crucial needs of key customers and carry them out to ensure that they receive first-class customer care and service. To set strategy to manage the account and setting objectives about the account management. To interact and communicate with the client on a regular basis to determine changing tastes and preferences. To carry out continuous market analysis and research on the dynamics of the account. To set a pricing structure for the client. To manages conflict with effective negotiation and sales strategies. To conduct account reviews

2. Assistant Manager (October 15, 2013 - July 27, 2014)

Roads Network

Company Location : Sylhet

Department: Business Development

Duties/Responsibilities:

Develop Product-wise sales plan.

Achieve the sales target by leading the sales team.

Conduct Regular sales meetings.

Analyzing the market to identify new customers and new prospects.

Recommending sales policies to management.

Motivate the sales team and set up territory wise

Frequent market visit.

Motivating and developing sales people to achieve their full potential.

Maintaining a record system to provide an analysis of performance of sales team by each individual reporting.

Evaluate and regularly review the performance of Team Members

3. Key Account Manager (June 15, 2013 - September 30, 2013)**Bkash Ltd.**

Company Location : 6 Gulshan Avenue, Block SW (H) Gulshan 1, Dhaka

Department: Sales and Distribution

Duties/Responsibilities:

To analyze and determine the most important accounts.

To determine the most crucial needs of key customers and carry them out to ensure that they receive first-class customer care and service.

To set strategy to manage the account and setting objectives about the account management.

To interact and communicate with the client on a regular basis to determine changing tastes and preferences.

To carry out continuous market analysis and research on the dynamics of the account.

To set a pricing structure for the client.

To manages conflict with effective negotiation and sales strategies.

To conduct account reviews

4. Icon Manager (November 1, 2011 - June 15, 2013)**Banglalink Digital Communications Ltd.**

Company Location : Madona Tower,28, Mohakhali C/A, Dhaka

Department: Sales

Duties/Responsibilities:

Acquiring New high value accounts (Corporate/Individual) by visiting potential leads.

Develop new business for the company

Providing after sales service and followup accounts.

Ensuring regular due collections and churn management.

Follow up network quality and other related issues.

Day to Day reporting to concern department.

5. Care Center Officer (January 3, 2010 - October 31, 2011)**Banglalink Digital Communications Ltd.**

Company Location : Khayrun Bhobon, Mirboxtola, Sylhet

Department: Customer Care

Duties/Responsibilities:

Customer service, Product sales, Center and Regional SIM and other product inventory management. providing back office support to Zonal Customer Care Managers and Corporate Sales Officers. Preparing monthly cash collection and inventory reports for HQ

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
Batchelor of Business Administration	Marketing	Leading University, sylhet	CGPA:3.04 out of 4	2009	4 Years	AHR HRC Scholarship
HSC	Humanities	Scholarshome, Sylhet	CGPA:4 out of 5	2005	-	-
SSC	Humanities	Sylhet Govt. Pilot High School	CGPA:3.19 out of 5	2003	-	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Power Selling Using NLP	Understand and incorporate the basic presuppositions of NLP into the area of sales.Building rapport by combining the elements of psychology and physiology.Sell using effective techniques of positive persuasion.	Take Charge! Malaysia	Bangladesh	BRAC Centre for Development Management (BCDM), Sav	2012	2 days
Basic Training on Customer Service	Customer Service,Retention	Orascom Telecom Bangladesh	Bangladesh	Dhaka	2010	10 Days

Career and Application Information:

Looking For : Entry Level Job
 Available For : Full Time
 Present Salary : Tk. 40000
 Expected Salary : Tk. 12,000
 Preferred Job Category : Bank/Non-Bank Fin. Institution, Marketing/Sales, Chef/Cook
 Preferred District : Anywhere in Bangladesh.
 Preferred Organization : Telecommunication, Wholesale, Group of Companies
 Types

Specialization:

Fields of Specialization	Description
<ul style="list-style-type: none"> • Telecommunication Products & Services • Corporate Marketing • Customer Support/ Client Service • Distribution/ Supply Chain Management 	Excellent interpersonal and Business Communication skill Ability to adopt diverse and challenging environment, work as a team or individually.

Extra Curricular Activities:

Ex-Sergeant, Bangladesh National Cadet Core Executive Member, Leading University Cultural Club

Language Proficiency:

Language	Reading	Writing	Speaking
English	High	High	High
Bangla	High	High	High

Personal Details :

Father"s Name : Mahbub Ahmed
Mother"s Name : Naima Begum
Date of Birth : January 17, 1987
Gender : Male
Marital Status : Unmarried
Nationality : Bangladeshi
Religion : Islam
Permanent Address : Ahmed Monjil, Amjad Ali Road, Kalighat, Sylhet, Bangladesh
Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Md. Zahurul Islam Rhohel	Ashik Ahmed
Organization	: Government of People`s Republic of Bangladesh	Orascom Telecom Bangladesh Ltd
Designation	: Deputy Secretary	Group Icon Manager
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Relation	: Relative	Professional
