

Last Updated : **October 16, 2018**

AHMAD MOSTAFA RAZA CHOWDHURY

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Career Objective:

To perform and grow as a professional by the successive use of my skills and knowledge for the development of the organization with my experience and supportive academic knowledge, which will influence my career development process too.

Career Summary:

At present, I am working at Banglalion Communication Ltd. as a Sales and Customer Support Executive in Sylhet. I have completed my internship from RanksTel. I hope those will help me to develop my future career.

Special Qualification:

Good skill on Microsoft office(Excel, Word, Power point). Fluency in Bangla and English.

Employment History:

Total Year of Experience : 8.9 Year(s)

1. **Executive, Revenue Operation.(Acting In-Charge of Sylhet Customer Care) (March 27, 2018 - Continuing)**

Banglalion Communications Limited

Company Location : Banglalion Regional Office, RN Tower, Chouhatta, Sylhet
Department: Finance & Accounts

Duties/Responsibilities:

Financial Reporting of Customer Care & Regional Office, Maintenance of Accounts Section, Inventory Management, ERP Data Entry, Create new customers, Provide Direct sell, Provide special support to dealers & distribution, Make plan for the every month to increase sells & revenue, Work and Screened on customer retention, Taking internet bills, Direct Customer support / service, Supervision of the team members, Work on targeted KPI.

2. **Executive, Sales & Customer Support (June 16, 2010 - March 26, 2018)**

Banglalion Communications Limited

Company Location : Banglalion Sylhet Regional Office, RN Tower, Chowhatta, Sylhet.
Department: Marketing

Duties/Responsibilities:

Create new customers, Provide Direct sell, Provide special support to dealers & distribution, Make plan for the every month to increase sells & revenue, Work and Screened on customer retention, Taking internet bills, Direct Customer support / service, Inventory Management, Supervision of the team members, Work on targeted KPI.

3. **Intern (August 16, 2009 - November 16, 2009)**

Ranks Telecom Ltd

Company Location : Dhaka, Bangladesh

Department: Sales

Duties/Responsibilities:

Create customer through phone, Customer support, Maintain customer relation, Find out the problems of customer, Evaluate the performance of retail officers, Maintain customer relation, Data entry.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year
MBA	Finance & Banking	Sylhet International University, Sylhet	CGPA:3.35 out of 4	2016
BBA	Human Resource Management	American International University Bangladesh	CGPA:3.46 out of 4	2009
HSC	Science	M C College	CGPA:2.9 out of 5	2005
SSC	Science	Blue Bird High School	CGPA:4 out of 5	2002

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Customer Service Excellence Through Inter-Personal Development	Team work, Loyalty towards the work, Honesty, Communication methods,	SKILL100	Bangladesh	Dhaka	2014	7 hours

Career and Application Information:

Looking For : Mid Level Job
Available For : Full Time
Present Salary : Tk. 25000
Expected Salary : Tk. 20,000
Preferred Job Category : General Management/Admin, Marketing/Sales
Preferred District : Dhaka, Sylhet
Preferred Organization Types : Telecommunication, Event Management, NGO, Development Agency, Trading or Export/Import, Logistic/Courier/Air Express Companies, Security Service, Real Estate, Mobile Accessories, Cellular Phone Operator

Language Proficiency:

Language	Reading	Writing	Speaking
Bangla	Medium	Medium	Medium
English	Medium	Medium	Medium
Sylheti	Medium	Medium	High

Personal Details :

Father"s Name : Showkotur Raza Chowdhury
Mother"s Name : Syeda Rahima Begum
Date of Birth : December 31, 1985
Gender : Male
Marital Status : Married
Nationality : Bangladeshi
Religion : Islam
Permanent Address : House-62/1, Laladighirpar Road, West Kuarpar, Sylhet-3100
Current Location : Sylhet

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Khondokar Md. Mubassir Rahman	Md. Mahbub-e-Khoda
Organization	: Axiata (Bangladesh) Limited	Ontel BD Limited(Brand: Gionee, Intex)
Designation	: GM, Regional Coordinator, Technology Division.	Sr. Manager (Sales Operation)
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Relation	: Relative	Relative
