

Applied For: **Wordpress Developer**

Last Updated : **November 20, 2017**

IFTAKHAIRUL ALAM

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Career Objective:

Looking forward to work in an environment that would allow me to contribute a significant value towards the company/organization utilize my educational background, experience and skills etc which directed me to reach the ultimate destiny.

Career Summary:

Having more than six years working experience in the areas of Admin & customer service management with good capability in highly disciplined and multicultural environment. During the time I have worked for Embassies and multinational companies like British High Commission, Banglalink and VFS Global which helped to develop my skills as well as diversified and enriched my work experience.

Special Qualification:

Self-motivated, energetic & hard working.
Strong analytic and communication skills.
Ability to organize and maintain accurate documentation.
Team Leadership & Collaboration.
Ability to handle the tasks with minimal supervision.

Employment History:

Total Year of Experience : 13.5 Year(s)

1. Sales MANAGER (November 1, 2016 - Continuing)

PRAN - RFL GROUP

Company Location : PRAN RFL CENTER MIDDLE BADDA DHAKA

Department: SALES

Duties/Responsibilities:

Accounts ,Sales, Corporate visit, Customer Dealing , HR Task, Making daily Report , Stock Matching , Depot Control.

2. Officer-Operations (March 7, 2010 - January 26, 2016)

Galaxy Facilitation Services (Administrative Partner of VFS Global Bangladesh)

Company Location : Sylhet

Department: Operations

Duties/Responsibilities:

Hr & Admin

3. **Customer Care Manager (December 1, 2009 - February 28, 2010)**

Banglalink

Company Location : Customer care Point, Jalalpur, Sylhet

Department: Customer Service

Duties/Responsibilities:

1. Attend customers face to face and provide solution accordingly.
2. Ensure the VAS (Value Added Service) target.
3. Maintain Office records accurately.
4. Reporting the day to day activities as per guideline.

4. **Sales Executive (February 2, 2008 - November 30, 2009)**

Quality Food

Company Location : Sunhill Pirer Chok, Pirer Bazar Sylhet, Bangladesh

Department: Sales

Duties/Responsibilities:

1. Responsible to monitor the daily basis sale of the organization.
2. Responsible to maintain the proper records of the store for the organizations.

5. **Casual Interpreter (July 18, 2005 - November 30, 2009)**

British High Commission

Company Location : Kumarpara, Sylhet

Department: Consular Section

Duties/Responsibilities:

Responsible to work as an casual interpreter as and when required for British High Commission.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
MSS	Sociology	M. C. College, Sylhet under National University	Second Class	2009	1 Year	2nd Divisoin
BSS (Honors)	Sociology	M. C. College, Sylhet under National University	Second Class	2007	4 Years	2nd Class
HSC	Humanities	Sylhet Govt. College, Sylhet. Sylhet Board	Second Division, Marks :54.1%	2002	2	-
SSC	Humanities	Sylhet Govt. Pilot High School, Sylhet. Comilla Board	Second Division, Marks :57.6%	2000	2	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Imposter Detection & Recognition Training	Definition of Imposter, Impact of Imposter on Immigration process, Ways to detect and recognize imposter, Handling process of a Imposter, Reporting Process of case of Imposter detection	British High Commission, Dhaka	Bangladesh	Sylhet	2014	1 DAY
ISO Awareness	Requirements of ISO standards like 9001, 14001 and 27001, Maintain the standards throughout the regular activities.	VFS Global	Bangladesh	Sylhet	2013	1 Day
EMS Awareness	Environment Management System Awareness and it`s requirements throughout the regular activities of an organization.	VFS Global	Bangladesh	Sylhet	2013	1 Day
A Knowledge Test for UKBA VACs	Required knowledge for UKBA Visa Application Centre operation	VFS Global	Bangladesh	Sylhet	2013	1 Day
Corporate Security Awareness Training	Corporate Security Policy & Guideline, Security Process throughout the day to day activities, Roles & Responsibilities Security guard, staff, vendor and visitor to ensure the guideline, Emergency Management during fire, earthquake, bomb threat etc and First Aid.	VFS Global	Bangladesh	Sylhet	2013	1 Day
Management Training		Vfs Global	Bangladesh	Dhaka	2012	2 Days

(Leadership & Team Development)						
Customer Care Training		Banglalink	Bangladesh	Dhaka	2009	5 days

Career and Application Information:

Looking For : Entry Level Job
 Available For : Full Time
 Present Salary : Tk. 15000
 Expected Salary : Tk. 22,000
 Preferred Job Category : General Management/Admin, Marketing/Sales
 Preferred District : Anywhere in Bangladesh.
 Preferred Country : United Kingdom, United States
 Preferred Organization Types : Banks, Manufacturing (FMCG), NGO, Embassies/Foreign Consulate, Market Research Firms, Garments, Buying House, Overseas Companies, Research Organization, Cement Industry, Supply Chain, School

Specialization:

Fields of Specialization
<ul style="list-style-type: none"> • Service Sector • NGO/Other Services • Logistic Service • Compliance • ISO 14000 • ISO 9001:2000 • Security • English (Language) • Data Entry Operator (English) • Environment/Disaster Management

Extra Curricular Activities:

Travel, Reading & Learn to new topics and ideas.

Language Proficiency:

Language	Reading	Writing	Speaking
BANGLA	High	High	High
ENGLISH	High	High	High
HINDI	Low	Low	Medium

Personal Details :

Father's Name : Late Md. Arash Ali
 Mother's Name : Mrs. Khuhinur Begum
 Date of Birth : January 15, 1986
 Gender : Male

Marital Status : Unmarried
Nationality : Bangladeshi
Religion : Islam
Permanent Address : Kumarpara Jhonorpar, P.O: Khadim, P.S: Shahporan, Dist.:Sylhet ,
Bangladesh.
Current Location : Sylhet

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Abu Wafa Md Mufti	Monsur Alom Chowdhury
Organization	: Bangladesh Bank	VFS Global
Designation	: Joint Director	Deputy Manager-Corporate Security
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Relation	: Relative	Professional