

Last Updated : **November 20, 2017**

## **IFTAKHAIRUL ALAM**

Address: Jorna-71,Jhornarpar,Kumarpara, Sylhet-3100  
Home Phone: 01917255444  
Office Phone :01611525082  
Mobile : 01715525082  
email:iftakhairula@gmail.com, ifti\_sylhet@yahoo.com



### **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 : 14.3 Year(s)**

1. **SALES & MARKETING MANAGER ( November 1, 2016 - Continuing)**

**PRAN - RFL GROUP**

Company Location : PRAN RFL CENTER MIDDLE BADDA DHAKA  
Department: SALES & MARKETING

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

**British High Commission ( VFS Global)**

Company Location : Sylhet  
Department: Operations

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 Divisoion
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 (Leadership & Team Development)		Vfs Global	Bangladesh	Dhaka	2012	2 Days
Customer Care Trainng		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. 25,000  
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"><li>• Service Sector</li><li>• NGO/ Other Services</li><li>• Logistic Service</li><li>• Compliance</li><li>• ISO 14000</li><li>• ISO 9001:2000</li><li>• Security</li><li>• English (Language)</li><li>• Data Entry Operator (English)</li><li>• Environment/ Disaster Management</li></ul>

## **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 : Kumarpura Jhornarpar, P.O: Khadim, P.S: Shahporan, Dist.:Sylhet , Bangladesh.  
Current Location : Sylhet

**Reference (s):**

	<b><u>Reference: 01</u></b>	<b><u>Reference: 02</u></b>
Name	: Abu Wafa Md Mufti	Monsur Alom Chowdhury
Organization	: Bangladesh Bank	VFS Global
Designation	: Joint Director	Deputy Manager-Corporate Security
Address	: Motijheel, Dhaka., 1215	Nirvana Inn Complex (7th Floor), Ramerdigirpar, Mirzajungle, Sylhet-3100
Phone (Off.)	:	+880821729014
Phone (Res.)	:	
Mobile	: +8801191183314.	+8801974000790
EMail	:	MonsurC@vfsglobal.com
Relation	: Relative	Professional

---