

## **CURRICULUM VITAE**

### **MD MOSTAK AHMOD**

+8801723-566100

mostakahmod100@outlook.com

Sylhet, Bangladesh

### **PROFESSIONAL SUMMARY**

Experienced Operations and Customer Service professional with over 10 years of experience in operations management, team supervision, compliance, and client service. Proven ability to manage teams, handle high-pressure situations, and ensure smooth daily operations. Skilled in communication, problem-solving, and maintaining service quality. Seeking a challenging position where I can contribute my experience and grow professionally.

### **CORE SKILLS**

Operations & Team Management  
Customer Service & Client Handling  
Communication & Problem Solving  
Compliance & Process Monitoring  
Data Management & Reporting  
Time Management & Multitasking  
MS Office & Email Communication

### **PROFESSIONAL EXPERIENCE**

#### **Giants Corporation Worldwide LTD (UK-Based)**

##### **Team Support Manager (Remote)**

**Jan 2021 – Present**

Managed daily operations and ensured service continuity  
Supervised a team of 20+ staff and monitored performance  
Handled client issues and resolved operational problems  
Maintained communication with international clients  
Improved workflow and response efficiency

#### **Dutch-Bangla Bank Ltd.**

##### **Compliance Officer**

**Oct 2019 – Dec 2020**

Ensured compliance with company policies and regulations  
Monitored operations and reported irregularities  
Supported audits and internal inspections  
Prepared operational and compliance reports

**Medinova Medical Services Ltd.**

**Public Relations Officer**

**(Dec 2016 – Oct 2019)**

Managed customer service and handled complaints  
Maintained strong client relationships  
Coordinated between departments for smooth service delivery

**Icon Sylhet Ltd (Just Eat UK Concern)**

**Data Entry Operator**

**Feb 2010 – Nov 2016**

Performed high-volume data entry with accuracy  
Maintained and updated databases  
Supported reporting and operational tasks

**EDUCATION**

Master of Social Science – National University (2012) 2nd Class  
Bachelor's Degree – National University (2010) 2nd Class  
HSC – Sylhet Board (2006)  
SSC – Sylhet Board (2003)

**TECHNICAL SKILLS**

MS Office (Word, Excel, PowerPoint)  
Email & Professional Communication  
Basic Reporting Tools

**ADDITIONAL SKILLS**

Team supervision & manpower handling  
Customer complaint handling  
Operational support & coordination  
Problem-solving & decision making

**PERSONAL DETAILS**

Date of Birth: 02 January 1988  
Nationality: Bangladeshi  
Marital Status: Married

**DECLARATION**

I hereby declare that the information provided above is true and correct to the best of my knowledge.

**Md Mostak Ahmod**