

Last Updated : **February 25, 2018**

MD SHAHZAMAN SIDDIQUEE

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Career Objective:

Negotiation, Presentation, Self driven, Quick Decision Making, Public Relation, Persuasion, Team Work ,Ability to Work under pressure, Time Management Develop go-to-market strategy , and sales through Key Account Operations Management.

Career Summary:

- * Worked as a Finance & Administration Manager at Hotel Holy Gate Sylhet.
- * Worked as a Customer relation officer in New beach Caravan Park and Holiday resort Kent, London.
- * Worked in a family business as a director named Rowshan Electronic, Sylhet, Bangladesh.

Special Qualification:

Diploma in Computer & Information Technology
Diploma in Hospitality Management
Diploma in English Language

Employment History:

Total Year of Experience : 14.0 Year(s)

1. Branch In-Charge (February 1, 2017 - Continuing)

UK Based Call Center

Company Location : Head office-UK

Department: Customer Care

Duties/Responsibilities:

- * Develop objectives for the call center's day-to-day activities.
- * Advising clients on products and services available.
- * Conduct effective resource planning to maximize the productivity of resources.
- * Establish a high standard for productivity, quality, customer service.

2. Finance & Administration Manager (September 3, 2012 - January 15, 2017)

Hotel Holy Gate

Company Location : East Dargah Gate, Sylhet-3100

Department: Admin & Finance

Duties/Responsibilities:

- * Setting up all financial infrastructure of the company.
- * Preparing report personnel accounting inventory, HR, compliance, product inventory.
- * Preparing audited balance sheet, account structure. Monthly inventory report & Monthly loss & profit report.
- * Preparing report on accounts of day to day activities and sending mail of the report to the higher authorities.
- * Provide data to the top management regular basis to take company"s strategic plan and execute this from root level. Provide general HR/ Administrative supports to all employees.
- * Identify sales prospects and new business opportunities by effective monitoring the market and competitors activities.
- * Develop sales marketing plans, Budgeting, implementation, achieved sales target and evaluating their success.
- * The role covers outdoor duties with corporate clients, other related commercial offices and agencies.
- * Maintain very strong customer relationship management.
- * Good knowledge on HR Program, Labor Law, Labor development & training, HR operations report.
- * Staff maintaining, manage, and arrange interview & selection process, verifying all documents in relation of employees. Developing effective team Player.
- * Maintain staffs duty roster and arrange employees leave according to company law. Handle critical situation if arise.
- * Good knowledge of Intuit quick books accounting software.
- * Determine current and future expectations of customers and use that information to ensure improvements in quality and service.
- * Focus on 100% customer satisfaction.

3. Customer relation officer (April 1, 2008 - September 30, 2011)

New Beach Caravan Park ,uk

Company Location : Kent,UK

Department: Customer care

Duties/Responsibilities:

Motivate customer,
Customer care,
Relation with customer and,
Customers problem solving,
Event management,
Responsible to provide excellent customer service and gives information to the customer and ensuring customer satisfaction.
Providing full support to customers to plan, choose and arrange their holiday and travel plans in order to create positive and strong image of the company.
Ensure Team Members have current and up to date knowledge of hotel products, services, pricing and policies, as well as knowledge of the local area, and are continuously trained to learn and understand policies and practices.
Build and sustain good working relationship with our customers through constant process of discussion and negotiation enabling the organization to establish a reliable, quality conscious, customer oriented vendor base.

4. Manager (March 10, 2002 - May 25, 2006)

Rawshan Electronics & Mobile Telecom Center

Company Location : Karimullah,Bandar Bazar,Sylhet

Department: Customer Care

Duties/Responsibilities:

Sales and marketing,motivate customer, customer care,Relation with customer and customer's problem solving

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
BBA	Business Administration	University of Gloucester,UK [Foreign Institute]	CGPA:3.5 out of 5	2009	4 years
BSC	science	National University	Third Class, Marks :47%	2001	2 Years
HSC	Science	Madan mohan college, Sylhet	Second Division, Marks :57%	1998	2 years
SSC	Science	Sylhet govt pilot high school, Sylhet	First Division, Marks :69%	1994	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Food Safety in Catering (Level-2).	Health and safety	CIEH (Chartered Institute Environmental Health) UK.	UK	Kent	2011	3 Days
IELTS preparation Training	IELTS preparation	British Council	Bangladesh	Sylhet	2005	9 Days

Professional Qualification:

Certification	Institute	Location	From	To
Diploma in Computer & Information Technology	London East Bank College, London	London,UK	July 1, 2007	August 20, 2008
Diploma in English	North London College of Business Studies, London.	London,UK	June 15, 2006	November 30, 2006
Diploma in Hospitality Management	London East Bank College, London	London,UK	January 15, 1997	August 25, 2007

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Present Salary : Tk. 25000
 Expected Salary : Tk. 28,000
 Preferred Job Category : General Management/Admin, HR/Org. Development
 Preferred District : Sylhet
 Preferred Organization : Investment/Merchant Banking, Govt./ Semi Govt./ Autonomous body, NGO, Trading or Export/Import, Multinational Companies, Hotel, Group of Companies, Share Brokerage/ Securities House, Financial Consultants, School

Specialization:

Fields of Specialization
<ul style="list-style-type: none"> • Administration • Finance • Supervisor • Customer Support/ Client Service • Cost & Management Accounting • Business Development • Relationship Marketing • Program Management • Advertising & Promotion • Sales & Marketing

Extra Curricular Activities:

* Member of ACCA (The Association of chartered Certified Accountants) UK. * Member of OTHM (The Organization for Tourism and Hospitality Management) UK. * Member of NHS (National Health Service).NHS number is 703 749 7401. * Member of Merton Council Library in Wimbledon, London. * Member of Isle of Wight Council Library. * Member of Hampshire County Council Library. * Member of Arts & Libraries in Kent County Council. Involved as a member of Organization mentioned above, I attended so many social and humanitarian works.

Language Proficiency:

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

Personal Details :

Father"s Name : Mashud Siddiquee
 Mother"s Name : Rawshan ara begum
 Date of Birth : September 29, 1979
 Gender : Male
 Marital Status : Married
 Nationality : Bangladeshi
 Religion : Islam
 Permanent Address : 9-Rajanigondha R/A,Tikorpara,Sylhet-3100,Bangladesh.
 Current Location : Sylhet

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	Squadron Leader Mahfuzul Hasan	Talat Ahmed
Organization	Bangladesh Air Force	Sunali Bank LTD
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